



MSWD Customer Assistance Program



Mission Springs Water District (MSWD) has partnered with United Way of the Desert to provide an MSWD Customer Assistance Program to help eligible residential customers avoid water service shut-off due to non-payment of amounts owed to MSWD. A maximum of up to \$50 toward the actual amount owed is available to qualified residential customers once in a 12-month period. The program is available based on the amount of program funding available.

Who Qualifies for Assistance?

To receive assistance, a residential customer must make a request through United Way of the Desert. Customers must meet the following requirements in order to receive assistance:

- The MSWD bill must be in the name of the residential customer seeking assistance.
- The address on the bill must be the customer’s primary residence.
- Customers must have received a Final Disconnect Notice from MSWD.
- Customers must apply in person and provide all information requested.
- The customer must meet the following Income Guidelines:

Maximum Household Income	
Number of Persons in Household	Total Combined Annual Income
1-2	up to \$31,300
3	up to \$36,800
4	up to \$44,400
5	up to \$52,000
6	up to \$59,600
each additional person	\$7,600

How to apply for Assistance

If you would like to apply for the MSWD Customer Assistance Program, please call United Way of the Desert at (760) 323-2731 during normal business hours. You will be given information on how to make an appointment to apply in person and provide all the information requested.

How is the MSWD Customer Assistance Program funded?

The program is funded year-round through charitable donations sent directly to United Way of the Desert, designated for the “MSWD Customer Assistance Program.” Anyone may make a tax-deductible donation via a check to United Way of the Desert, P.O. Box 1990, Palm Springs, CA 92264, or via a credit card by calling United Way at (760) 323-2731.

Thank you for your support!



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