

MadCAP

Madison Customer Assistance Program



What is MadCAP?

The Madison Customer Assistance Program, or MadCAP, is a program that offers monthly bill credits, or discounts, to low-income customers on their Municipal Services Bill. The MadCAP program credit spreads across all municipal services on the utility bill, including, water, sewer, stormwater, urban forestry, resource recovery, and landfill.

Why? What's the benefit?

Being able to afford housing is important, and paying for housing also means paying for utilities. MadCAP can help reduce utility costs for low-income residents. It helps keep Madison more affordable and provides relief to low-income residents by giving eligible households a credit of \$20 or \$30 (based on income) off their monthly bills.

When will MadCAP benefits start?

Applications will be accepted as of March 1, 2023. Participating customers will start receiving the benefit in the billing cycle after their application is approved.

Who is eligible?

Households at or below 50% of area median income (AMI) that pay their own Municipal Services Bill. Area median income levels are shown in the chart. As a comparison, households eligible for Section 8, Wisconsin FoodShare or SNAP benefits, or WIC benefits are likely to meet MadCAP income limits. Additionally, homeowners who participate must show participation in a water conservation program. This is not required of participating renters.

Eligible Area Median Income (AMI) Levels (2022)		
Number of Persons in Household	30% AMI Limit	50% AMI Limit
1	\$24,250	\$40,400
2	\$27,700	\$46,150
3	\$31,150	\$51,900
4	\$34,600	\$57,650
5	\$37,400	\$62,300
6	\$40,150	\$66,900
7	\$42,950	\$71,500
8+	\$46,630	\$76,100

What assistance is offered?

Monthly bill credits on the Madison Municipal Services bill are offered to eligible low-income customers based on how much money households have in earnings each year.

- Households earning 30% or less of AMI will be credited \$30 per month
- Households earning between 30% and 50% of AMI will be credited \$20 per month

How do I sign up?

1. Download the MadCAP application at cityofmadison.com/water or pick one up in person
2. Fill out and submit the MadCAP application form by email: municipalbilling@cityofmadison.com.
 - You can also drop off the completed application or mail it to **119 E Olin Ave, Madison, WI 53713**.
 - For help completing the form call: **(608) 266-4641**