



MadCAP

Municipal Services Billing • 119 E Olin Avenue, Madison, WI 53713 • (608) 266-4651 • madcap@cityofmadison.com

Madison Customer Assistance Program (MadCAP)

City of Madison’s Customer Assistance Program (MadCAP) assists income-eligible customers by providing up to a \$30 monthly credit (discount) on their Municipal Services Bill. The credit is automatically applied monthly to customer bills and does not need to be repaid.

How To Qualify

1. Be a residential customer
2. Have the Municipal Services Bill in your name
3. Your household income must meet the program guidelines as shown in the table below
4. Provide last year’s tax return or a benefits statement from Social Security to verify your income¹
5. For homeowners only: Take part in a water conservation program. Options include:
 - a. Take part in MWU’s Toilet Rebate Program. If you have received this rebate already, that counts. **Or**
 - b. Take part in MWU’s Home Water Conservation Program through Project Home to evaluate options for water-saving toilets and fixtures, and to fix water leaks.

Income Guidelines

The bill credit amount you are eligible to receive is based on your gross yearly income and household size →

“Gross annual household income” is income that is earned by all the household members combined before taxes and other deduction. For example: wages, salaries, interest, dividends, spousal support and child support payments, public assistance payments, social security and pensions, rental income, income from self-employment, and money from other sources.

Number of Persons in Household	Gross Annual Household Income
1	\$44,100
2	\$50,400
3	\$56,700
4	\$62,950
5	\$68,000
6	\$73,050
7	\$78,100
8 or more	\$83,100

If you qualify for Section 8, Wisconsin FoodShare or SNAP benefits, or the Women, Infants, and Children (WIC) program, your income will likely meet the MadCAP income guidelines.

REMEMBER! Protect your personal information by hiding or removing the first five digits of any social security number on any document you send.

REMEMBER! If your income changes or you are no longer eligible, you must let the City know by emailing or writing to the address given below. Households that qualify will need to re-apply every year.

Madison Municipal Services

119 E Olin Avenue, Madison, WI 53713

Email: madcap@cityofmadison.com

¹ Year 2023 signed tax return (1040, 1040A, or 1040 EZ) including all schedules (if electronically filed, please manually sign the copy provided) OR an IRS Verification of Non-filing Letter OR Yearend benefits statement from Social Security or evidence of any other source of income or assistance.



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Madison Customer Assistance Program (MadCAP) - Application Form

Complete all steps 1 – 6 below. Applications with incomplete information will need to be re-submitted.

1. Customer information

Customer Name:		Date:	
Service Address:		City:	ZIP:
Customer Number ² :	Account Number:	Phone Number:	Email:
Mailing Address (if different)		City:	ZIP:

2. How many people live in your household? Select the number of people in your household below.

Number of People in Household	1	2	3	4	5	6	7	8+
Annual Gross Household Income Must be Less Than:	\$44,100	\$50,400	\$56,700	\$62,950	\$68,000	\$73,050	\$78,100	\$83,100

3. Attach a copy of all documents that show your GROSS household income for every household member.

4. Have you ever participated in a Madison Water Utility conservation program? Select an option below.

I have previously participated in the Toilet Rebate Program

I am a current participant in the Home Water Conservation Program (Project Home)

I have not participated in the Toilet Rebate Program nor the Home Water Conservation Program

5. DECLARATION: (you must read, sign, and date.)

The information on this application is true and correct. I have read and understand the requirements of MadCAP. I agree to provide proof of income in order to participate. I agree to notify the City if the number of people in my household or my household income changes. I understand that if I receive the credit without qualifying for it, I may be required to pay back the credit I received. I understand that I need to apply and provide my household income documents every year. The City may take legal action against me if I was not truthful or do not follow these rules.

Applicant signature: _____ Date: _____

Submit completed MadCAP application, income verification document, and Home Water Conservation Program application or Toilet Rebate Program application to:

Email: madcap@cityofmadison.com US MAIL: Madison Municipal Services, 119 E. Olin Ave, Madison, WI 53713

² You may need to look at your bill to obtain customer and account numbers. These two numbers are listed on the first page of your bill. If you need help finding your customer or account number, please call 608-266-4651.