

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 lower-income residents. It helps keep Madison more affordable and provides relief to eligible households by providing a credit, or discount, of up to \$30 off their monthly bills.

Number of Persons in Household	Gross Annual Household Income (All household income before taxes)	
	30% AMI (Area Median Income)	50% AMI (Area Median Income)
1	\$26,450	\$44,100
2	\$30,200	\$50,400
3	\$34,000	\$56,700
4	\$37,750	\$62,950
5	\$40,800	\$68,000
6	\$43,800	\$73,050
7	\$47,340	\$78,100
8 or more	\$52,720	\$83,100

When will MadCAP benefits start?

Applications are 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.

What assistance is offered?

Monthly bill credits on the Madison Municipal Services bill are offered to income-eligible customers based on how much money their household earned the previous tax year.

How do I sign up?

1. Download the MadCAP application at cityofmadison.com/water or pick one up in person at **119 E Olin Ave, Madison, WI 53713**
2. Fill out and submit the MadCAP application form by email: madcap@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) 266-4651**