



Financial Assistance

Maine Water offers financial assistance options for income-eligible customers. Learn more about how we can support you. We are here to help.

Water Residential Affordability Program (WRAP)

Maine Water now offers a Water Residential Affordability Program for income-eligible customers. Through WRAP, income-eligible customers can receive a 22% discount on their water bill if they qualify for the program.

Eligibility Requirements

Customers currently receiving low-income benefits from one of the State of Maine programs or currently receiving support through the Home Energy Assistance Program (HEAP) are generally eligible for WRAP.

How to apply

To receive the reduced rate, eligible customers will need to email customerservice@mainewater.com with a copy of their low-income benefits to verify enrolled. The low-income benefits must be in the same name as the Maine Water account.

The discount will not apply to past or outstanding balance, but will be applied to the customer's next and future bills.

Maine Water Assistance Program

Maine Water is willing to work with customers to make a payment arrangements. Reach out to our customer service team if you would like the opportunity to negotiate a payment arrangement.

If circumstances are making it difficult to pay your bill, please give us a call as soon as possible to discuss your options at 1.800.287.1643.

About Maine Water

Maine Water is a public water utility regulated by the Maine Public Utilities Commission. The company owns 12 public water systems engaged in the collection, treatment and distribution of drinking water for homes, businesses and fire protection service to more than 32,000 customers in 21 Maine towns.



Maine Water is a company with **people from Maine** serving in the **interest of Maine.**

