



Contact:

Lyman McKellar
Marketing and Communications Manager
Lyman.McKellar@shreveportla.gov
318-423.9215



Contact:

Paige Melton
Associate Director of Communications
paige@unitedwaynwla.org
318.698.4033

FOR IMMEDIATE RELEASE

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New Changes to SWAP Program Offers Relief for Water and Sewer Bills

As part of our ongoing commitment to support our residents, The City of Shreveport and the Department of Water and Sewerage are pleased to announce new changes to the Shreveport Water Assistance Program (SWAP). The program is designed to assist people facing financial constraints in paying water and sewer bills.

"SWAP represents our city's dedication to assuring that no resident faces barriers in accessing essential services," said Shreveport Mayor Tom Arceneaux. "By providing relief for water and sewer bills, we uphold our commitment to community well-being and equity."

Eligibility for SWAP is open to residential customer accounts where the owner, resident, or tenant is responsible for water and sewer bill payments. To enroll in the program, individuals must complete an application and meet specific criteria for acceptance.

The City of Shreveport is now partnering with the United Way of Northwest Louisiana (UWNWLA) to make it more accessible and easier for residents to qualify. The most notable change is that you can now qualify for SWAP if you are receiving income-based assistance such as SNAP, Medicaid, or LaMoms; eligibility is automatic upon demonstrating residency at the address linked to the water and sewer service account. However, individuals currently not enrolled in these programs may still qualify by ensuring their household income, adjusted for size, falls within 133% of the Federal poverty income guideline. Verification of income will be determined by UWNWLA.

"United Way is proud to collaborate with The City of Shreveport and the Department of Water and Sewerage in ensuring that residents in need have access to vital resources," said LaToria W. Thomas, UWNWLA president and CEO. "Through the SWAP program, we stand ready to assist individuals in navigating the qualification process and accessing the support they need."

To apply for SWAP, eligible residents are encouraged to bring their credential cards, if available, and any relevant documentation such as a bill. For those without cards but meeting income qualifications, representatives from United Way will be present to assist with the qualification.

The United Way and Department of Water and Sewerage are holding several signup events. Residents are encouraged to attend SWAP sign-up events to learn more about the program and enroll.

Sign-up events will be held at the following locations:

- Thursday, March 14, 2024
 - **Shreve Memorial Library – Cedar Grove Branch: 8303 Line Avenue**
 - 9 am – 3 pm
 - **Bill Cockrell Community Center: 4109 Pines Road**
 - 5:30 pm – 7:00 pm
- Friday, March 15, 2024
 - **Shreve Memorial Library – Hollywood Branch: 2105 Hollywood Avenue**
 - 9 am – 3 pm
 - **Lakeside Park Community Center: 2200 Milam Street**
 - 5:30 pm – 7:00 pm
- Monday, March 18, 2024
 - **Shreve Memorial Library – Atkins Branch: 3704 Greenwood Road**
 - 9 am – 3 pm
- Tuesday, March 19, 2024
 - **Shreve Memorial Library – Mooretown Branch: 4360 Hollywood Avenue**
 - 9 am – 3 pm
- Wednesday, March 20, 2024
 - **Shreve Memorial Library – Wallethe Branch: 363 Hearne Avenue**
 - 9 am – 3 pm
- Thursday, March 21, 2024
 - **Southern Hills Community Center – 1002 Bert Kouns Industrial Loop**
 - 9 am – 3 pm

Residents will also be able to apply online at www.unitedwaynwla.org/swap/ starting at 9 am Thursday, March 14, 2024.

Residents who sign up before March 24 will see the discount reflected on their April bill.

Once enrolled, residents will receive a 10% credit applied to their monthly customer and usage charges for water and sewer service. It's important to note that this credit **does not** cover past-due amounts or charges for other services.

"SWAP embodies our department's commitment to serving the needs of our community," said Director of Water and Sewerage William Daniel. "By offering financial assistance and relief options, we strive to ensure that residents facing hardships receive the support they deserve while maintaining access to clean water and sewer services."

Additionally, residents will need to re-qualify for SWAP annually to continue receiving benefits. For those facing financial hardships, relief options are available.

For people needing to arrange long-term payment plans or to discuss other issues involving financial hardships, relief options are available by contacting W&S Customer Service at 673-5510.

For more information on SWAP eligibility and the application process, residents are encouraged to contact Customer Service or visit UWNWLA's FAQ webpage at www.unitedwaynelw.org/swap-faqs.

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