

WATER SERVICE ASSISTANCE



AKRON CITY OF - DEPARTMENT OF FINANCE

1180 South Main Street, Suite 110 Russ Pry County Building Akron, OH 44301
PO Box 3665 Akron, OH 44310

UTILITY BILL RELIEF

Offers excess water and sewer charges forgiveness and payment plans for City of Akron customers due to toilet leaks, burst water pipes and unknown underground leaks. Limits customer's water and sewer bill repayments to no more than 150 percent of the average of the previous 12 months.

SERVICE PHONE:

(330) 375-2554

Monday - Friday: 8:00am to 4:00pm.

INTAKE PROCEDURE: Apply for assistance during regular office hours. Must submit a written request for relief and a sworn affidavit verifying eligibility within 10 business days of receiving the bill.

FEES: No additional fees. Charges may be paid over a 4-year period with no interest.

ELIGIBILITY: Individuals with multiple housing code violations or delinquent account balances are ineligible for program.

Limits To Applications for Assistance:

- Toilet Leak: assistance limited to once every 36 months.
- Burst Water Pipes: limited to once per customer.
- Unknown Underground Leaks: no limit per customer.

AKRON CARES

Provides qualified Akron residents in need limited financial assistance in paying water, sewer and curb service bill up to \$500. The assistance will be the lesser of \$175 or the total past due amount on the account. The assistance can be used to restore service, if service was disconnected for non-payment within the prior 14 days from the date of application. Customers will receive a credit on their account, which will be noted in the City's utility billing system.

(330) 375-2311 | Voice - 311 Contact Center - Dial 3-1-1

(330) 375-2554 | Voice - Business Office and Customer Service

HOURS: Provided until funds are exhausted.

SITE HOURS:Monday - Friday: 8:00am to 4:00pm.

INTAKE PROCEDURE:- Visit the website or call 3-1-1 Monday to Friday from 7:00am to 6:00pm for more information and application.

- Call the Business Office and Customer Service Monday to Friday from 8:00am to 4:00pm with questions.
- Funding is limited and is available on a first come, first served basis until funds are exhausted.

ELIGIBILITY:Must reside in Akron and meet one of the following requirements:

1.) Have a letter of participation (must be dated and include name) from one of the following:

- Supplemental Nutrition Assistance Program (SNAP, also known as Food Stamps or EBT) or WIC.
- Ohio Medicaid.
- Home Energy Assistance Program (HEAP) or Percentage of Income Payment Plus (PIPP).
- Ohio Works First (OWF).
- Ohio Public Housing Benefits; OR

2.) Homeowner of the property and a current recipient of the Homestead Exemption as verified by Summit County Property Records; OR

3.) If do not have a letter of participation from one of the above they can verify (by two most recent pay stubs or SSI stubs) that household income is less than 300% of the Federal Poverty Level; OR

4.) Finances have been negatively affected by the COVID-19 pandemic and the individual is struggling to make utility bill payments due to this hardship. Must provide documentation of hardship experienced due to COVID-19 such as Unemployment application, furlough letter, and so forth.

DOCUMENTS REQUIRED:- Must complete application and provide required documentation.

- NOTE: Renters must also provide a full copy of their current signed formal lease stating they are responsible for paying the water, sewer, and curb service bill. Handwritten statements are NOT acceptable.

AKRON WATER SUPPLY BUREAU

Handles retail billing, collection, customer service and service start/stops for water and sewer services in Akron and some surrounding communities. May offer utility payment plans to qualifying families.

(330) 375-2554 | Voice - Business Office and Customer Service

(330) 375-2311 | Voice - 311 Call Center - Dial 3-1-1

HOURS: Utilities Business Office Hours:

Monday - Friday: 8:00am to 4:30pm.

311 Contact Center:

Available by phone Monday to Friday from 7:00am to 6:00pm and Saturday from 8:00am to Noon.

Available online 24 hours a day, 7 days a week except for scheduled and nonscheduled maintenance or network outages beyond the control of the City.

SITE HOURS: Monday - Friday: 8:00am to 4:00pm.

INTAKE PROCEDURE: Call the office or visit www.akronohio.gov/146 to request start/stop for water and sewer services or with questions about billing. To mail a payment, send to Utilities Business Office, PO Box 3674, Akron, Ohio 44309. Call the 311 Contact Center for general information, questions or complaints about service or visit the mobile-friendly 311 Contact Center website at www.akronohio.gov/311 to make a new request for service or check on the status of an existing concern.

CATHOLIC CHARITIES SUMMIT COUNTY

- **Catholic Charities Summit County - Blessed Trinity Parish**
- UTILITY PAYMENT ASSISTANCE(EMERGENCY ASSISTANCE)
- *Provides limited financial assistance up to \$100 for electric, gas, or water. Funding is on a case-by-case basis.*
- 300 East Tallmadge Avenue | Akron, OH 44310 | [\(330\) 475-0091](tel:(330)475-0091)

COMMUNITY ACTION AKRON SUMMIT

- WATER SERVICE PAYMENT ASSISTANCE(LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIH-WAP))
- *Provides financial assistance to income-eligible households and families who have fallen behind on their water and wastewater bills.*
- 55 East Mill Street | Akron, OH 44308 | [\(330\) 436-0261](tel:(330)436-0261)

- **Community Action Akron Summit - Springfield**
- WATER SERVICE PAYMENT ASSISTANCE(LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIH-WAP))
- *Provides financial assistance to income-eligible households and families who have fallen behind on their water and wastewater bills.*
- 1367 Doty Drive | Akron, OH 44306 | [\(330\) 436-0261](tel:(330)436-0261)

- **Community Action Akron Summit - West Akron**
- WATER SERVICE PAYMENT ASSISTANCE(LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIH-WAP))
- *Provides financial assistance to income-eligible households and families who have fallen behind on their water and wastewater bills.*
- 670 West Exchange Street | Akron, OH 44302 | [\(330\) 436-0261](tel:(330)436-0261)
- **Community Action Akron Summit - Barberton**
- WATER SERVICE PAYMENT ASSISTANCE(LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIH-WAP))
- *Provides financial assistance to income-eligible households and families who have fallen behind on their water and wastewater bills.*
- 105 5th Street Southeast, Suite 1-A | Barberton, OH 44203 | [\(330\) 436-0261](tel:(330)436-0261)