

# WATER ASSISTANCE RESOURCES

For households that need help paying for their water and wastewater bills.



## How to ask if your utility offers an assistance program:

If you need financial assistance to pay your bill, you can ask if your utility offers their own bill payment assistance program. Some utilities may have programs to assist households with low income, the elderly, and other groups to pay their bills. These assistance programs may help cover all or a portion of an eligible household's bill.

To see if there is a bill assistance program in place at your utility and to see if you qualify, contact your utility.

- Call your utility's office or customer service department if there is one.
- Tell the utility representative that you are struggling to afford your bills and you would like to know if there is a bill assistance program that can help you. If there is, the representative will help you determine if you are qualified or refer you to someone who can help.
- If your utility does not have a bill assistance program, you can ask if they know of any other programs in your area.

Keep in mind that your utility may not offer a bill assistance program, and the representative you speak with may not know of any programs that can help you. In this case, you should look for assistance elsewhere.



## How to ask your utility for a due date extension or payment plan:

If you are struggling to pay your bill on time, you can ask your utility if they offer due date extensions or payment plans for customers. Payment plans usually allow customers to pay off the total amount of their past-due bills over an extended period of time, with payments made on a set schedule. This allows households to spread the cost of a large bill into smaller, more manageable payments over many months and avoid service shut-off if they cannot pay for the full cost of the bill at once.

To see if your utility offers due date extensions or payment plans, contact your utility.

- Call your utility's office or customer service department if there is one.
- Tell the utility representative that you are struggling to pay your bills and that you are calling to ask if any assistance is available. Tell them you would benefit from either a due date extension or from being put on a payment plan.
- Ask the representative if you can quickly explain your situation. If they say yes, tell them the reason why you cannot afford to pay your bill that month. Due to possible high call volumes, make sure that you think about this ahead of time and can share this quickly. If helpful, write down what you plan to say before you call.

Keep in mind that not all utilities can provide due date extensions or payment plans for customers. If they cannot, you should look for assistance elsewhere.

## Looking for Assistance Elsewhere:

### Call your local government:

You may be able to find out more information about assistance that is available to you by calling your local city hall or county government. You can find contact information for your local government by searching [USA.gov](https://www.usa.gov).

### Call your local Community Action Agency:

Community Action Agencies (CAA) are local non-profit organizations that administer social service programs across the country. You can find contact information for your local agency by searching [communityactionpartnership.com](https://www.communityactionpartnership.com).

### Call or go online to United Way and Benefits.gov:

Additional resource programs that may be available to assist you can be found by dialing the United Way at 2-1-1 or visiting [unitedway.org](https://www.unitedway.org). This resource is available 24 hours a day, 7 days a week. You may also visit [benefits.gov](https://www.benefits.gov) to find out about other government benefit programs for which you might be eligible for.

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