

Assistance Programs

We work hard to provide safe, quality drinking water at a fair and reasonable rate. We know that's not always enough though. That's why we offer two assistance programs to help income-eligible customers with the cost of their water bills.

Homestead Program

The Homestead Program offers lower rates to customers who meet the following criteria:

- Are 65 years or older, or totally and permanently disabled;
- Own and live at the service address; and
- Have a total household income at or below current income guidelines.

Once enrolled, the program eligibility period is good for 3 years, after which a renewal application is required. Applications and more information are available at clevelandwater.com/discount-programs or by calling 216.664.3130.

Water Affordability Program

The Water Affordability Program, administered by CHN Housing Partners, offers a 40% discount on water bill charges to eligible Cleveland Water and NEORSD customers. To qualify, customers must:

- Own and live at the applying service address; and
- Have a total household income at or below current income guidelines.

Upon qualifying, a monthly discount is applied to water bills for one full year. Re-verification of income is required each year to maintain eligibility. CHN Housing Partners offers other services and programs to help lower utility-related costs. For income guidelines, questions, or an application, visit chnhousingpartners.org or call 216.774.2349.



Cleveland Water

1201 Lakeside Avenue • Cleveland, Ohio 44114
216.664.3130 | clevelandwater.com



UNDERSTANDING YOUR *Cleveland Water* BILL & RATES



clevelandwater.com

Water Rates for 2022 to 2024

Cleveland Water is funded by the rates our customers pay. These rates directly support the necessary infrastructure and operations that make it possible for us to deliver safe, reliable drinking water when and where you need it.

Following a comprehensive rate study and approval by Cleveland City Council, new rates were set for 2022, 2023 and 2024. There was no change in rates for 2022 or 2023. A small increase in 2024 will help support important infrastructure projects and improved service.

Monthly Fixed Charge

Rates have two components. The fixed charge is based on the size of your water meter. Most residential customers have a meter measuring between 5/8 and 1 inch.

	2022	2023	2024
5/8" to 1" Meter	\$9.20	\$9.20	\$9.50
Homestead	\$5.80	\$5.80	\$6.00

Monthly Consumption Charge

The consumption charge is based on the amount of water you use and is measured in thousand cubic feet (MCF). 1 MCF equals 7,480 gallons of water. The rates for the consumption charge are determined by the distance and elevation of your property from Lake Erie.

	2022	2023	2024
City of Cleveland			
0 to 0.2 MCF	\$21.85	\$21.85	\$22.65
Additional MCFs	\$37.14	\$37.14	\$38.49
Homestead	\$14.20	\$14.20	\$14.72
Low and 1st High Service Area			
0 to 0.2 MCF	\$28.41	\$28.41	\$29.45
Additional MCFs	\$48.28	\$48.28	\$50.04
Homestead	\$18.46	\$18.46	\$19.13
2nd High Service Area			
0 to 0.2 MCF	\$34.96	\$34.96	\$36.23
Additional MCFs	\$59.44	\$59.44	\$61.61
Homestead	\$22.72	\$22.72	\$23.55
3rd High Service Area			
0 to 0.2 MCF	\$40.42	\$40.42	\$41.89
Additional MCFs	\$68.72	\$68.72	\$71.22
Homestead	\$26.27	\$26.27	\$27.23

1 MCF = 7,480 gallons

Billing Made Simple

We know you work hard for your money. Your monthly bill is designed to make it easier for you to understand where your dollars are going.

Bill Sections

- Account Details**
 This is where you can find important information about your account, such as account number, the address where service is provided, and the date your bill is due.
- Usage Comparison**
 See how your current water consumption compares to previous bill periods.
- Important Messages**
 Here is where you find important messages from Cleveland Water.
- Current Charge Details**
 This section details your Cleveland Water charges which include your fixed and consumption charges.
- Breakdown of Billing Services**
 If Cleveland Water bills for your local community, here is where you will find details of your local charges (e.g. waste collection). If you have questions on these items, please contact your local municipality.

Payment Options



Online
Make a one-time payment or set up recurring payments at my.clevelandwater.com



By Phone
Call our 24-hour payment line at 216.446.6834 or Customer Care Center at 216.664.3130



In Person
Visit the Carl B. Stokes Public Utilities Building 1201 Lakeside Ave. Cleveland, OH 44114



By Mail
Mail payments to Cleveland Division of Water P.O. Box 94540 Cleveland, Ohio 44101-4540

City of Cleveland Division of Water
1201 Lakeside Avenue
Cleveland, OH 44114

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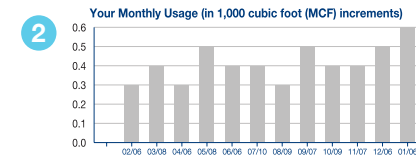
Customer Name: JOHN DOE
Account Number: 000000000
Service Address: 123 MAIN ST.
CLEVELAND, OH 44101

Get Your Cleveland Water News Straight From The Tap - www.clevelandwater.com/news

Due Date: January 29, 2022

USAGE COMPARISON

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Account Summary as of Jan 09, 2021

Previous Balance	45.73
Payments Received	-45.73
Balance Forward	0.00

Your current Bill has 2 Charges:*

1 Cleveland Water Charges (page 1)	28.43
2 Local Charges (page 2)	24.07
Total Amount Due:	52.50

Meter Number	Previous Meter Read			Current Meter Read			Usage/Consumption
	Date	Read	Type	Date	Read	Type	
B-00000000	12/06/2021	17.3	ACTUAL	01/06/2022	17.9	ACTUAL	0.6 MCF



1 Cleveland Water Current Charges

2 www.clevelandwater.com | Billing Questions: 216.664.3130 | Emergency: 216.664.3060

Go Paperless. Go Green. Open your mail from your inbox instead of your mailbox. Create your account at www.clevelandwater.com.

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Fixed Charge - 12-07-2021 to 01-06-2022	9.20
Water - 0.200 MCF at \$21.85 for first 0.200 MCF	4.37
Water - 0.400 MCF at \$37.14 per additional MCF	14.86
Cleveland Water Total	28.43

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*Local and Other Current charges detailed on page 2

Please return this portion with payment made payable to City of Cleveland Division of Water - Do not send cash

City of Cleveland Division of Water
1201 Lakeside Avenue
Cleveland, OH 44114

Account Number	Due Date	Total Amount Due	Amount Enclosed
0000000000	01/29/2022	\$52.50	

Amount Paid: \$

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2 Local & Other Current Charges

3 Questions on these items... please contact your city or municipality

ONLY RAIN DOWN THE STORM DRAIN - Help protect local waterways for a safe and sustainable environment. Don't dump yard waste, trash, oil, or chemicals in storm drains. Report dumping to (216) 664-DUMP (3867). Questions? Visit www.ClevelandWPC.com.

Billing Period 12-06-2021 to 01-06-2022	
Waste Collection Fee - 1 month(s) at \$8.75 per month	8.75
Billing Period 12-25-2021 to 01-25-2022	
Water Pollution Control Fixed Charge	6.90
Water Pollution Control Charge - 0.6 MCF at \$14.03 per MCF	8.42
Local & Other Current Charges Total	24.07

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