

## ***Discount Programs:***

### **Homestead Program - New Guidelines for 2018**

Cleveland Water's Homestead Program offers a lower fixed charge and consumption rate. To qualify, customers must:

- Be 65 years of age or older or totally and permanently disabled;
- Own and live at the applying service address; and
- Have a total household income of \$33,500 or less.

For new and existing enrollees, the program eligibility period has been extended from one year to three.

For those already participating, enrollment is good until 2020 without having to submit an annual renewal application. New and existing enrollees will have to submit a renewal after three years, but reminders will be sent when the time comes. Applications and more information are available at [ClevelandWater.com](http://ClevelandWater.com) or by calling 216.664.3130.

### **Water Affordability Program**

The Affordability Program administered by CHN Housing Partners offers a 40% discount on both the fixed cost charge and consumption charge. To qualify, customers must:

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

CHN Housing Partners also offer a variety of services and programs to help lower utility-related costs, assist residents in paying past due utility bills, establish reasonable payment plans, and avoid service interruptions. For income guidelines, questions or application, visit [chnhousingpartners.org](http://chnhousingpartners.org) or call 216.774.2349.



### ***Cleveland Water***

1201 Lakeside Avenue • Cleveland, Ohio 44114  
216.664.3130 | [clevelandwater.com](http://clevelandwater.com)



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## UNDERSTANDING YOUR ***Cleveland Water*** BILL & RATES



***clevelandwater.com***

## Understanding Your Water Rates:

Cleveland Water's rates allow us to make the necessary improvements to guarantee a reliable supply of safe, quality water. For the third consecutive year, rates have not increased. Cleveland Water's rates support critical investments throughout our service area. These improvements include modernizing our water treatment plants and funding major capital improvement projects to preserve and sustain the buried infrastructure in our distribution system.

## Cleveland Water Rates Have Two Components:

**Fixed Charge** is based on the size of the water meter at your home or business. Most residential customers have a meter measuring between five-eighths of an inch and one inch.

**Consumption Charge** is based on the amount of water you use which is measured in million cubic feet or MCF (1 MCF = 7,480 gallons of water). On average, a typical residential customer uses 0.6 to 0.8 MCF per month. The rate for your usage, is determined by the distance and elevation of your home or business from Lake Erie.



## Payment Options:



**In Person:**  
Visit the Carl B. Stokes Public Utilities Building  
1201 Lakeside Avenue  
Cleveland, Ohio 44114



**By Phone:**  
Call our 24-hour Automated Phone Payment System at 216.446.6834



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



**Online:**  
Log on to your account at ClevelandWater.com to make a one-time payment or set up recurring payments

## 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 About Your Service:**  
Here is where you find important messages from Cleveland Water about your water service.
- 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.

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

Get Your Cleveland Water News Straight From The Tap - [www.clevelandwater.com/news](http://www.clevelandwater.com/news)

**Customer Name:** JOHN DOE  
**Account Number:** 0000000000  
**Service Address:** 123 MAIN ST.  
CLEVELAND, OH 44101

**Due Date:** January 29, 2018

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**USAGE COMPARISON**

**2** **Your Monthly Usage (in 1,000 cubic foot (MCF) increments)**

**Account Summary as of Jan 09, 2018**

Previous Balance	42.33
Payments Received	-42.33
Balance Forward	0.00

**Your current Bill has 2 Charges:\***

- ① Cleveland Water Charges (page 1) 26.78
- ② Local Charges (page 2) 36.59

**Total Amount Due: 63.37**

Meter Number	Previous Meter Read			Current Meter Read			Usage/Consumption
	Date	Read	Type	Date	Read	Type	
B-00000000	12/06/2017	17.3	ACTUAL	01/06/2018	17.8	ACTUAL	0.5 MCF

**① Cleveland Water Current Charges**

② [www.clevelandwater.com](http://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](http://www.clevelandwater.com).

<b>Fixed Charge - 12-07-2017 to 01-06-2018</b>	9.00
<b>Water - 0.200 MCF at \$25.04 for first 0.200 MCF</b>	5.01
<b>Water - 0.300 MCF at \$42.56 per additional MCF</b>	12.77
<b>Cleveland Water Total</b>	<b>26.78</b>

\*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	01/29/2018	\$63.37	

Amount Paid: \$

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**⑤ Local & Other Current Charges**

② Questions on these items... please contact your city or municipality

Billing Period 12-06-2017 to 01-06-2018

<b>Wastewater Charge - 0.403 MCF at \$72.24 per MCF</b>	29.11
<b>Wastewater Charge - 0.097 MCF at \$77.12 per MCF</b>	7.48
<b>Local &amp; Other Current Charges Total</b>	<b>36.59</b>