

I'M CONCERNED ABOUT PAYING FOR MY WATER.



▶ Utility Billing Relief (UBR) Program

- 50% reduced rate on water, sewer, and water-sewer tax.
- No late payment penalties or debt collection activity.
- Debt forgiveness after successfully making on-time payments for one year in the UBR program.

You're eligible if: Your Chicago utility bill is for a single-family home, two-flat, or three-flat and is your primary residence, and your household meets the income qualification for LIHEAP, which is generally 200 percent of the federal poverty level.

Learn more and enroll at: chicago.gov/UBR



▶ Utility Payment Plan • To apply for a Utility Payment Plan:

 Contact Utility Billing & Customer Service: (312) 744-4426 **OR**  Sign up on the Utility Billing Web Portal: www.chicago.gov/finance

To remain on the payment plan, you must:

- Remain current with installment payments and future utility bill charges
- Make all payments on time

All Chicagoans not enrolled in UBR are eligible to apply for a payment plan!