

I'M CONCERNED ABOUT PAYING FOR MY WATER.

► Utility Bill Relief (UBR) Program

- 50% reduced rate on water, sewer, and water-sewer tax
- No late payment penalties or debt collection activity, including water shut-off
- 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 or two-flat and is your primary residence, and your household income is at or below 200% of the federal poverty guidelines.

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!

Quick Pay

With your Account Number and Zip Code, you can pay your bill without signing in to your account

Quick Pay

Locate Account Amount to Pay Payment Details Confirm Completed

Account Number

Service Zip Code