

# 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 meets the income qualification for LIHEAP, which is generally 200 percent of the federal poverty level.

Learn more and enroll at: [chicago.gov/UBR](http://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](http://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!*