

Akron is Launching a New Water Affordability Program.



- The Akron Water Bill Assistance Program will allow eligible Akron homeowners and tenants to receive a **40% discount** on their water bill. Applications open on **January 1, 2024**.
- Akron residents are eligible for the program if they are a recipient of the **Summit County Homestead Exemption**, the **Home Energy Assistance Program (HEAP)**, or the **Percentage of Income Payment Plus (PIPP)**.
- The application and more information will be available on our website at the URL listed below:

www.AkronOhio.gov/WaterAssist →

Akron Water Bill Assistance Program

The City of Akron is launching an *ongoing, monthly* assistance program for **Akron Residents (homeowners and tenants)** with a household income at or below 175% of the federal poverty guidelines or who have a Homestead Exemption. Residents eligible for the program will receive a **40% discount on the drinking water portion** of their Akron Utility bill.

Eligibility for the Akron Water Bill Assistance Program

Akron residents are eligible for the program if they are a recipient of the Summit County Homestead Exemption, they have received a Home Energy Assistance Program letter of participation, or they have a Percentage of Income Payment Plus letter of participation. (The program is not open to Akron water customers outside of Akron.)

HEAP/PIPP

These programs are open to Ohioans with a household income at or below 175% of the federal poverty guidelines. The application process is managed by the Ohio Department of Development and local Energy Assistance Providers, such as Akron/Summit Community Action, Inc.

Homestead Exemption

The Summit County Homestead Exemption is available to the following:

- Homeowners over the age of 65;
- Homeowners who are permanently and totally disabled;
- Military veterans who have either received a total disability rating for service-connected disabilities, or received a total disability rating for compensation for service-connected disabilities based on a determination of individual unemployability;
- Homeowners already receiving the Homestead Exemption, who have recently changed residences; and
- The spouse of a fallen first responder who passes away in the line of duty.

How to Apply for Akron Water Bill Assistance Program

STEP 1:

- If utilizing the HEAP or PIPP method of eligibility, apply through the Ohio Department of Development by:
 - Filling out an online application [here](#).

- Apply in person or over the phone through Akron/Summit Community Action, Inc. at (330) 436-0261 or 55 East Mill Street, Akron, Ohio 44309;
- U.S. Mail by [downloading an application](#) and sending all required documents to: Energy Assistance Programs, P.O. Box 1240, Columbus, Ohio 43216.
- If utilizing the Homestead Exemption and you have not yet applied for the exemption, follow Summit County's [instructions](#) to apply for the Exemption.

STEP 2: Once your Homestead Exemption or HEAP or PIPP participation is confirmed:

- If using HEAP or PIPP eligibility, fill out the Akron Water Bill Assistance Program application, which will be **available on the city's website at AkronOhio.gov/WaterAssist beginning on Jan. 1, 2024**
- The application can be returned by email, U.S. Mail, or fax as follows:

Email: ubo@akronohio.gov

Mail: 1180 S. Main Street, Suite 110, Akron, Ohio 44301

Fax: (330) 375-2308

- *Akron Residents who do not own their home, but are responsible for their water bill must attach documentation to their application verifying their responsibility to pay for the Akron water bill.*
- If using Homestead Exemption eligibility, the City can verify eligibility without an application. After January 1, 2024 please call (330) 375-2554 if you have a Homestead Exemption, but are not receiving the Akron Water Bill Assistance discount on the water portion of your Akron Utility Bill.

Residents may apply for the Akron Water Bill Assistance Program at any time after Jan. 1, 2024. The City of Akron will contact participants at least annually to verify continued eligibility.

Questions? Call (330) 375-2554

