



What Can a Customer Do Series:

# Residential Commercial Services

If you have any questions regarding **Residential Commercial Services** or our affordability programs, please contact us at **216-664-3130** or visit us online at **www.clevelandwater.com**

## Mission Statement

Cleveland Division of Water delivers a reliable supply of high quality water and customer services to promote public health and safety, economy, and quality of life of Greater Cleveland.



Vital to Our Region's Quality of Life.

Cleveland Division of Water

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



At Cleveland Water, we strive to meet your needs as a homeowner.



As a homeowner, we know controlling costs remains a top priority. As such, we offer many services to help you stay in control of your bills.

**Cost saving programs available to help lower your water bill:**

**Homestead Program:**

- You must be age 65 years or over.
- If disabled, you must provide a physician's statement.
- Applicant must be the deeded homeowner and occupant.
- Annual income cannot exceed \$29,500.

To learn more about this program, please contact the Customer Service Department for the Cleveland Division of Water at 216-664-3130.

**Affordability Program (HEAP):**

(Based on the Home Energy Assistance Program, guidelines)

- Must be homeowner occupied.

If you qualify for this program, you will receive a 40% reduction on your quarterly water bill. To learn more about this program, you may contact our Customer Service Unit at 216-664-3130.

**Home Weatherization Assistance Program (HWAP):**

Offers low or fixed-income customers with energy-efficient measures designed to decrease heating bills and improve home energy deficiencies. For more information, call 216-664-2045.

**Water Conservation Program:**

This program serves customers who meet HEAP income guidelines by installing water saving devices, minor plumbing repairs and emergency service line replacements. For more information about this program, call 216-574-7120 ext. 118.

**Additional Payment Options:**

- **EZ Pay/Direct Payment:** Cleveland Water will automatically withdraw the amount due from your bank account.
- **Online:** This option is now available. Customers can simply go online to [www.clevelandwater.com](http://www.clevelandwater.com) and click on "pay your bill online."

**Additional Customer Services**

- **Water Line Warranty:** This allows you to protect yourself if ever there was a leak on your service line that goes from the street into your home. For more info, contact 888-822-6945.
- **Meter Testing/Replacing:** If you have questions or concerns about your meters not working properly, we will come out and inspect them for you. In addition, if you need a new meter, we will install it.

**Backflow Prevention:**

Backflow Prevention keeps water from cross connections from contaminating your home's water line. For example, whenever a garden hose is submerged in a potentially harmful substance, that substance can be pulled into the hose and potentially into your home's plumbing. A backflow prevention device would prevent potentially dangerous substances from entering your plumbing. For more information contact Cleveland's Backflow Prevention Unit at 216-664-3944.