

NORTHEAST OHIO REGIONAL SEWER DISTRICT

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SEWER RATE INCREASES

Rate increases are necessary to maintain and update our 300 miles of sewer pipe, treatment plants, and our other sewer facilities, and to fund major construction to reduce sewer overflows into the environment.

We have expanded our cost-saving programs to better assist customers:

The Northeast Ohio Regional Sewer District offers several cost-saving programs that may reduce your sewer bill.

To see if you qualify for a reduced rate, contact us today.

CUSTOMER SERVICE: 216.881.8247
LEARN MORE: neorsd.org

information on our
**COST-SAVING
PROGRAMS:**

- **HOMESTEAD RATE**
- **SUMMER SPRINKLING**
- **WASTEWATER AFFORDABILITY**
- **CRISIS ASSISTANCE**
- **PLUMBING/SEWER REPAIR **NEW!****

HOMESTEAD

Available to persons 65+ or totally disabled. Income criteria applies.

WASTEWATER AFFORDABILITY

Eligibility criteria based on income.

CRISIS ASSISTANCE

Help when you need it most. Is a change in marital status, employment, or medical bills affecting your ability to pay your sewer bill?

SUMMER SPRINKLING

Bases your summer water consumption on winter use, unless actual summer consumption is lower

PLUMBING/SEWER REPAIR **NEW!**

For minor plumbing repairs for reasons of health or safety.

DETAILS INSIDE



“I had no idea I was eligible for a lower rate.”

HOMESTEAD RATE PROGRAM

Qualified customers pay a reduced quarterly sewer rate.

Who qualifies?

The reduced rate is available to customers 65 and older, or anyone under 65 and totally disabled. There is an annual household income limit, and you must own the property on which you live.

How do I get into the program?

Application forms are available from Customer Service at (216) 881-8247. You can apply at any time. Renewal forms are mailed out each year, and the renewal deadline is March 31.

The annual income limit changes each year.

To apply for the Homestead program, Berea residents should contact their billing agent at (440) 891-3308. North Royalton residents should contact the Cleveland Water Department at (216) 664-3130.

SUMMER SPRINKLING PROGRAM

Residential water use increases in the summer due to lawn sprinkling, etc. Most of this additional water does not return to the sanitary sewer system, so from May 1 through September 30, residential sewer bills are based upon the lower of average winter water use or actual summer water use.

Who qualifies?

You must reside in an owner-occupied one-, two-, three- or four-family residence and be billed by the Sewer District. The service and mailing addresses must match.

How do I get into the program?

Application cards are available by calling Customer Service at (216) 881-8247. Applications are required only once, unless you move. There is no deadline for applying to the program. Your credit will begin at the application date.

To apply for the Summer Sprinkling Program, residents of Berea and North Royalton should contact their billing agents:

BEREA (440) 891-3308

NORTH ROYALTON (440) 582-6234

WASTEWATER AFFORDABILITY PROGRAM

Customers whose income level is at or below 200% of the poverty level can see their rates reduced by 40%.

Who qualifies?

Individuals or families whose total household income level is at or below 200% of the federally designated poverty level qualify.

How do I get into the program?

Applications are available from Cleveland Housing Network at (888) 901-1222.

The annual income limit changes each year.

To apply for the Wastewater Affordability Program, residents of Berea and North Royalton should contact the Sewer District at (216) 881-8247.

CRISIS ASSISTANCE PROGRAM

This program benefits customers affected by a major event in their life, such as major medical expenses not covered by any other source, job loss, separation, or divorce.

The program offers financial assistance up to \$300 toward your account and suspends interruption of water service.

Who qualifies?

The payment plan and voucher are available to persons who can provide documentation demonstrating financial hardship brought on by loss of a job or other unanticipated event.

How do I get into the program?

Applications are available from Cleveland Housing Network at (888) 901-1222.

To apply for the Crisis Assistance Program, residents of Berea and North Royalton should contact the Sewer District at (216) 881-8247.

PLUMBING/SEWER REPAIR PROGRAM

Eligible homeowners may receive emergency service line replacements and other plumbing repairs.

Who qualifies?

You must be a homeowner in the Sewer District's service area and meet income guidelines. If you qualify, Cleveland Housing Network will send a plumber to make the necessary repairs. You may use this program to assist with repairs once every two years.

How do I get into the program?

Applications are available from Cleveland Housing Network at (888) 901-1222.

The annual income limit changes each year.

To apply for the Wastewater Affordability Program, residents of Berea and North Royalton should contact the Sewer District at (216) 881-8247.

Learn more: neorsd.org/save