

NORTHEAST OHIO REGIONAL SEWER DISTRICT



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.

Beginning in 2012 through 2016, the annual rate increase for the average customer is expected to be an additional \$14 per quarter.

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

HOMESTEAD

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

SUMMER SPRINKLING

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

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?

DETAILS INSIDE

NORTHEAST OHIO REGIONAL SEWER DISTRICT



The 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**

NEW!

NEW!



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

HOMESTEAD RATE PROGRAM

Qualified customers pay a reduced quarterly sewer charge. For example, Cleveland's 2012 homestead rate is \$29.75 per 1,000 cubic feet of water (mcf), compared to the regular rate of \$49.55 per mcf.

NEORS D has increased its homestead savings—from 33% to 40%.

Who qualifies?

The reduced rate is available to customers 65 and older, or anyone under 65 who is totally disabled. Your household income must be \$30,385 or less (for 2011), 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 for the Homestead Rate Program changes each year.

To apply for the Homestead Rate Program, Berea and Cleveland Heights residents should contact their billing agents at (440) 891-3308 and (216) 291-5995, respectively. 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 NEORS D. The service and mailing addresses must match.

How do I get into the program?

Applications are available by calling Customer Service at (216) 881-8247 or online at neorsd.org. 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, Cleveland Heights, and North Royalton should contact their billing agents:

BEREA (440) 891-3308

CLEVELAND HEIGHTS (216) 291-5995

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. For example, the annual household income limit for a family of four is \$44,700 (for 2012).

How do I get into the program?

Application forms are available by calling the Cleveland Housing Network at (888) 901-1222.

The annual income limit for the Wastewater Affordability Program changes each year.

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 water shut-off action.

How do I learn more about the program?

Information is available from the Cleveland Housing Network at (888) 901-1222. Details about the program and eligibility will be available in 2012.