

Go to Charlottewater.org or call 311. Act Now. Funding is Limited.

Get Help Paying Your Bill — Apply for Bill Assistance



The Charlotte Water Customer Care Team is here to help those financially impacted by COVID-19. We will connect you with the best community assistance agency to meet your needs. Agencies include:

The Housing Partnership — Provides funds for utility bills through the Emergency Rent Assistance Program (ERAP) Extension.

- You can also apply directly on RampCLT.com. Beginning March 2021, the system will take applications from the 1st to the 15th of every month.
- Available to Mecklenburg County residents.
- Only available to renters.
- Bills dating back to March 13, 2020 can be paid.

Crisis Assistance Ministry — Gives assistance and advocacy to people in financial crisis.

- Available to Mecklenburg County residents.
- Curbside assistance only. Go to 500-A Spratt St.
- Monday - Friday, 8:30 a.m. - 5:00 p.m.

Common Wealth Charlotte — Provides loans for bills.

- Available to Mecklenburg County residents.
- Go to commonwealthcharlotte.org/charlotte-water.

What You Need to Know: Charlotte Water Automatic Payment Arrangements

IMPORTANT: Customers with past due balances should continue to make payments to avoid accumulation of higher past due balances and to prevent service disruption when disconnections eventually resume.

By North Carolina state law, Charlotte Water cannot forgive charges for services received during the pandemic. However, we are taking steps to support our customers during this time.

Payment Arrangements

Beginning with the October 2020 bill, we began automatically placing customers with past due balances on a 12-month, no-interest payment arrangement. A payment arrangement does not resolve the need for customers to pay their bills.

No Disconnects

We continue the temporary practice of not disconnecting customers for delinquent balances.

No Late Fees

We are waiving the 1.5% late fee on past due balances.

Customer Assistance Action Timeline

March 2020 — Customer shutoffs for non-payment were discontinued. Previously disconnected customers reconnected. Late fees no longer charged on past due balances.

March 31, 2020 — NC Executive Order 124 issued stating utilities were required to stop customer service disconnections and late fees for non-payment.

May 29, 2020 — NC Executive Order 142 issued extended terms of Executive Order 124 for 60 days.

July 29, 2020 NC Executive Order 124/142 expired.

July 30, 2020 — Next stage of customer assistance: Charlotte Water continues terms of Executive Order, has additional talks with community assistance agencies and begins conversations with peer municipalities.

October 2020 — Next stage of customer assistance: Automatic 12-month payment plans begin.

November 2020 — The Housing Partnership joined Crisis Assistance Ministry and Common Wealth Charlotte as agencies helping customers with past due balances.



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