



# WE'RE HERE TO KEEP YOU AFLOAT!

Time is running out. If your water bill is not up to date, call us today for help. We will be resuming shutoffs for nonpayment beginning October 1, 2021.

**Call 311 or visit [www.charlottewater.org](http://www.charlottewater.org) to get help on your bills**



CHARLOTTE  
**WATER**  
CARES

## Payment Assistance Programs

### DreamKey Partners

This federal-funded program is available to all Mecklenburg County residents. **Visit [RampCLT.com](http://RampCLT.com) to apply for rent and utility assistance before funds run out.**

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### Crisis Assistance Ministries

Curbside rent and utility assistance are available for all Mecklenburg County residents at: 500-A Spratt Street, Charlotte, NC 28206. Customers can drive by Monday through Friday from 8:30 a.m. to 5:00 p.m. **Call 704-371-3001 or visit [CrisisAssistance.org](http://CrisisAssistance.org) for more information. Payments are made directly to the landlord or utility company.**

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### Common Wealth Charlotte

Common Wealth Charlotte works as a loan program. This program is available to all Mecklenburg County residents. **If you are interested in completing an application for one of these loans, please text CLTWater to 474747 and follow the instructions or visit [commonwealthcharlotte.org/charlotte-water](http://commonwealthcharlotte.org/charlotte-water).**

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## How to Pay Your Water Bill

**Pay by Phone:** Call 311 or 704.336.7600

**Pay Online:** Visit [charlottewater.org](http://charlottewater.org), click on Pay Your Bill

**Pay in Person:** Authorized Payment locations including CVS, 7-11, Family Dollar, and ACE Cash Express payments are cash only.