



If you are experiencing financial hardship please reach out to us! We are available to help customers manage their utility bill.

1. Contact Customer Service at 812-349-3930 or utilities.cs@bloomington.in.gov Monday through Friday from 8 a.m. until 5 p.m., or after hours at 812-339-1444.
2. One option is a payment plan. CBU will divide a bill into smaller payments that you make over several months, in addition to the new water bill.
3. CBU also offers direct financial assistance through 2 programs at SCCAP.
 - To qualify, you must be an active CBU customer.
 - For Sanitation, this program only pays for monthly bin fees, not large item pick up fees, extra pick up fees, or lawn waste fees.
 - Must be a current bill and not from a previous location.
 - Only one of the two programs pays to restore service. It is much more beneficial to **CALL BEFORE YOU ARE SHUT OFF.**
 - You must apply for Energy Assistance, but you are not required to utilize the program for other bills such as electricity or gas.
 - Even if you do not qualify for Energy Assistance, you may still qualify for CBU's program because the eligibility requirements are not identical.
 - CBU will assist with 2 months' bills and then you must pay at least the next 3 months. CBU can assist again after the 3 months if needed.
 - It is your responsibility to contact SCCAP each time financial assistance is needed; this is NOT an automatic assistance program.
 - This program does NOT pay late fees or reconnect fees; you will need to pay those before the voucher from SCCAP is released. Also, if you owe MORE than 2 months' bills at time of application, that balance must be paid prior to voucher being released.
 - You must pay any previous past due accounts with CBU before receiving assistance. This includes any member of the household, not just the current account holder.
 - CBU allotted \$50,000 for this program in the 2023 budget.
 - Information correct as of 1/17/2023. Subject to change.

South Central Community Action Program (SCCAP)

Call 812-339-3447 or fill out online interest form

<https://civiform.bloomington.in.gov/programs/water-assistance>

4. Other community financial assistance is available. Please see the list on reverse side.

Several options for CBU bill payments are available:

- Debit or credit card over the telephone by calling 812-349-3930
- Online at bloomington.in.gov/utilities/pay-bill and log on with your username and password. Have your account number from your bill and the name on the account handy.
- Sign up for the automatic payment system, Aquapay, at bloomington.in.gov/utilities/pay-bill
- Check or Money Order. Attach your payment to the top portion of the City of Bloomington Utility bill and mail or drop off at our drop box at 600 E Miller Dr. Bloomington IN 47401. The drop box also accepts cash, however, making change will not be an option, so any over- or underpayment will be reflected on your next CBU bill.

FINANCIAL ASSISTANCE CONTACTS

TRUSTEES

(contact the Trustee in the Township of the service address)

Van Buren Township Trustee

812-825-4490

Clear Creek Township Trustee

812-824-7225

Perry Township Trustee

812-336-3713

Bloomington Township Trustee

812-336-4976

Salt Creek Township Trustee

812-837-9140

Richland Township Trustee

812-876-2509

Benton Township Trustee

812-339-6593

Washington Township Trustee

812-876-1158

OTHER AGENCIES

(contact as many as needed)

Saint Vincent De Paul Society

812-961-1510

Monroe County United Ministries

812-339-3429

Shalom Community Center

812-334-5728

Salvation Army Bloomington

812-336-4310

Emmanuel Baptist Church

812-824-2768

Clear Creek Christian Church

812-824-2566

Sherwood Oaks Christian Church

812-334-0506



More resources available at
helpingbloomingtonmonroe.org or by calling 211