



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](mailto: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**

**[civiform.bloomington.in.gov/programs/water-assistance](http://civiform.bloomington.in.gov/programs/water-assistance)**

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

Several options for CBU bill payments are available:

- Debit or credit card over the **telephone** by calling 877-879-9883, available 24 hours per day.
- **Online** at [bloomington.in.gov/utilities/pay-bill](http://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, **Aqua Pay**, at [bloomington.in.gov/utilities/pay-bill](http://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

## PHONE

## 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

## PHONE



More resources available at  
[helpingbloomingtonmonroe.org](http://helpingbloomingtonmonroe.org) or by calling 211