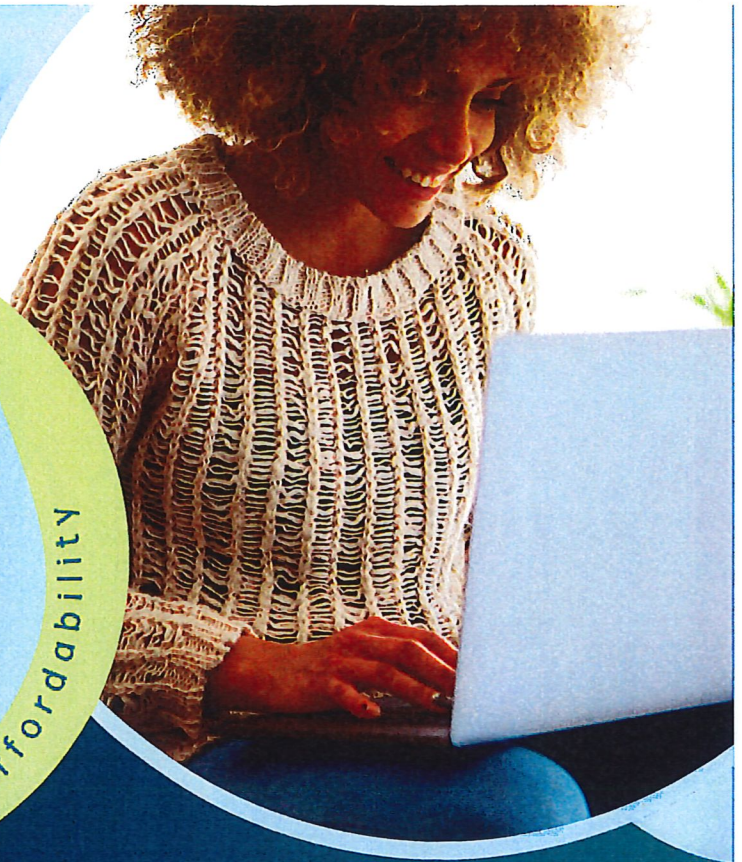


Hardship Assistance Program

A path to water affordability



Need help with your water bill? Call 844-211-4994.

The Hardship Assistance Program provides temporary relief and support to those experiencing hardship. This program can help eligible residents:

- Pay water bills for up to three months.
- Help recover from water bill debt.
- Assist with plumbing repair costs.

This program is open to all Oakland County residents on a first-come, first-serve basis while funding lasts, and has annual eligibility. We have partnered with the United Way of Southeastern Michigan for program administration and their Care Coordinators are available to assist with applications and to answer questions.







***Call 844-211-4994, Monday through Friday,
9 a.m. to 4 p.m. and press 3 for water assistance.***



New Program Launching Monday, April 15



The Hardship Assistance Program is a dedicated initiative aimed at providing temporary relief and support in the form of water bill assistance to individuals or families experiencing financial or personal hardships. The program recognizes that unforeseen circumstances or challenges can arise, impacting a person's ability to meet basic needs.

 Countywide Program	 Customers experiencing hardship that fall within 200-300% of poverty level	 Applications will be processed on a first-come, first-served basis based on current	 Residents may apply once every 12 months	 Benefits include plumbing repairs, up to 3 months of water services, and/or water debt forgiveness	 Program administered by United Way of Southeastern Michigan
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The program will be implemented by United Way of Southeastern Michigan by combining water and energy assistance - single application for approval in MEAP (Michigan Energy Assistance Program), WRAP (Water Residential Assistance Program) and soon HAP (Hardship Assistance Program)

- Care Coordinators assist clients with applications and answer questions over the phone
- Easy, streamlined process for eligible applicants to apply and get approved
- Online application that is optimized for any device
- Go to unitedwaysem.org/utility-assistance
- Call 844-211-4994

HAP Benefits May Include: Plumbing Repairs, Bill Assistance, and/or Arrearages up to \$2,000.00 depending on needs.

The Hardship Assistance Program is a vital resource for those in need, providing a safety net during challenging times and facilitating a pathway to stability and self-sufficiency. It aims to address both immediate needs and long-term solutions, fostering resilience within the community.