



# BWW BILL PAYMENT ASSISTANCE GUIDE

## ORGANIZATIONS THAT CAN HELP YOU PAY YOUR WATER BILL

Birmingham Water Works is committed to providing clean, safe, and affordable water to all our customers. We've created this guide to help you find assistance from various organizations. These organizations can offer financial support and/or guidance to help you keep the water flowing.



**Greater Birmingham Ministries**  
Phone: (205) 716-2168

Every month, GBM can financially assist 16 families with their utility bills, medications, and housing costs. Financial assistance means keeping the power on for seniors who rely on home medical equipment, children attending school virtually, and many others. Eligibility:

- Must call (205) 716-2168 at 9:00 am on the first Wednesday of the month, except July, December, and January. Please note: the phone line will not be available until 9:00.
- Income cannot exceed \$37,010 per year.



**LIHEAP**  
Low Income Home Energy Assistance Program  
Phone: 1-866-674-6327

LIHEAP is a federally funded program that helps low-income households with their home energy bills, including water bills. The target population are low-income households, especially those with members who are elderly, disabled, or have young children. Eligibility:

- Household income must not exceed 150% of the federally established poverty level.



**The Salvation Army**  
Phone: (205) 328-2420

The Salvation Army-Center of Home assists seniors through the H2O program, and also provides emergency financial assistance to those in need, including help with utility bills. Eligibility:

- 55 years of age older or receiving long-term disability or social security assistance



**United Way of Central Alabama**  
Phone: (205) 251-5131 or 2-1-1

United Way offers various programs to support families and individuals facing financial hardships. Contact their 2-1-1 hotline to find local resources and assistance with utility bills. Eligibility varies by program in the 2-1-1 hotline resource database.

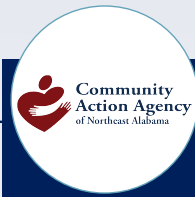


**H2O Foundation**  
Phone: 205-244-4390

The H2O Foundation works to provide financial and plumbing repair assistance to those in the Birmingham area that cannot afford their water and sewer bill, or who may benefit from having repairs made to leaky or faulty plumbing repairs that will result in a lower water and sewer bill. Eligibility:

**Must meet income requirements**

- The bill must be in the applicant's name and household must meet at least one of the following:
  - 55 years of age or older
  - Currently receiving social security disability income
  - Have a documented medical condition that will be seriously aggravated by a lack of water supply to the home. (Subject to verification)
- Have a current unpaid water and/or sewer bill or have an established need for plumbing repair as a result of a leak on personal property.
- Have insufficient family or community resources to meet financial obligations to satisfy cost to continue water and/or sewer service or repair(s).
- Have assurance from Birmingham Water Works that payment will result in restoration/continuation of the water/sewer service to the home



**Community Action Agency of Northeast Alabama**  
Phone: 205-502-2108

Grant funded by the Alabama Department of Economic and Community Affairs to assist applicants in paying their water bills. Clients are eligible for one LIHWAP regular water payment and one LIHWAP crisis water payment for low-income households. Funds are paid directly to the water companies. Eligibility:

- Household income must not exceed 150% of the federally established poverty level.



\*The availability of funding for utility assistance may be limited, and organizations may have specific eligibility requirements and limited resources. As a result, not all applicants may receive assistance. Customers can also contact our customer service team at (205) 244-4000 to discuss payment arrangements. We will work with you to develop a plan that fits your needs.