

HAVING TROUBLE PAYING YOUR UTILITY BILLS BECAUSE OF COVID-19?



Eligible renters may receive assistance for past due utilities payments not covered by your landlord like electricity, gas, wastewater, trash removal, energy costs, and Internet service.

While the program can't pay for a standalone water bill, your water provider may be able to help. Contact your water provider to find out if they have programs available to you.

- 1** Submit a complete application for utilities relief alone, or rent plus utilities relief if needed, at [HousingIsKey.com](https://www.HousingIsKey.com). A case manager will be assigned to your application. Rent relief applications are prioritized first.
- 2** If the application is approved, the rent relief portion of the application will be processed first (if you applied for both rent and utilities). After approval, it will be submitted for payment.
- 3** Once your rent request has been processed and paid, your request for utilities will be provided to the utilities team for processing.
- 4** Your utility provider will then receive a payment based on the billing statements you submitted, or the amount provided by the utility provider.
- 5** **To confirm whether or not the payment was sent to the utility provider, check your Neighborly account. You can also contact the utility provider directly to see if the payment was received.**

If you already received a shutoff notice from your utility provider, please contact them directly to see how they may be able to assist you immediately to avoid a disruption in service.

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