



City of Toledo Department of Public Utilities Senior Water Discount Program

Frequently Asked Questions

Q: Who qualifies for the Senior Water Discount Program?

A: Senior Water Discount Rates are provided for the primary, single-family owner-occupied residence of Toledo homeowners who are 65 or older, or who are totally disabled, *regardless of income*. Applications are made through the Lucas County Auditor's Office at 419-213-4336 or online at www.co.lucas.oh.us/index.aspx?nid=356.

Q: How do I know if I am receiving Senior Water Discount Rates?

A: Senior Water Discount Rates are indicated on the utility billing statements: "Your Senior Discount saved you..." As always, please contact Customer Service Representatives at 419-245-1800 with any questions.

Q: Once I receive the Senior Water Discount, do I need to reapply on an annual basis?

A: No. The discount will continue as long as no materials changes occur.

Q: I am receiving the Homestead Tax Exemption but have not seen a Senior Water Discount indicated on my utility bill. What can I do?

A: Please contact a Customer Service Representative for assistance at 419-245-1800.

Q: What is new about the Senior Water Discount Program?

A: Toledo residents who already receive the 25% discount on the water volume portion of their bills may qualify for an additional 15% discount based on income and household size.

Q. Who is eligible to receive the additional discount?

A: Toledo homeowners who are 65 or older or who are totally disabled, who live in a single-family, owner-occupied residence and who fall within income guidelines below from the U.S. Department of Health and Human Services based on household size are eligible:

Persons in Family/Household	Annual Income*
1	\$11,670
2	\$15,730
3	\$19,790
4	\$23,850
5	\$27,910
6	\$31,970
7	\$36,030
8	\$40,090

Q. How do I apply to receive the additional 15% Senior Water Discount?

A: Customers may print an application from the website, complete, sign, and mail in for processing. Applications are also available through DPU Customer Service by phone at 419-245-1800 from 7 am to 6 pm Monday through Friday during regular business days or in person at the Customer Service Walk-In Center at 420 Madison Avenue from 8 am to 4:30 pm during regular business days. All applications must be signed and mailed to the Madison Avenue address.

Q: Who verifies income levels for this program?

A: The City of Toledo is proud to partner with Pathway (formerly EOPA), which works to improve the lives of lower income households in the community and can also provide access to other resources to benefit those who qualify. Pathway will also provide applications for the Senior Water Discount Program to residents they visit in Toledo homes and to other clients with whom they interact.

Q. When will I know if I am approved for the new discount?

A: DPU will review eligibility guidelines with Pathway and communicate with customers when the application has been approved or denied. Approved discounts will begin appearing on the next billing statement.

Q: I currently receive Senior Water Discount Rates. Are these discounts going away?

A: No. The Senior Water Discount Rates of 25% on water and sewer rates, reduced minimum charges and refuse collection fees remain in place regardless of income levels. An additional discount is given if qualifying customers are income-eligible based on household size and apply to receive it.