



A Service of The City of Cincinnati

**G R E A T E R C I N C I N N A T I**  
**W A T E R W O R K S**

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## **FOR IMMEDIATE RELEASE**

### **The GCWW Emergency Rental Assistance Program Provides GCWW Utility Bill Assistance for City of Cincinnati Tenants**

**(CINCINNATI, OH)** – Greater Cincinnati Water Works (GCWW) is pleased to announce a new Emergency Rental Assistance (ERA) Program kicking off on December 6, 2021. This new assistance program provides funds for GCWW utility assistance for eligible tenants residing in the City of Cincinnati.

**The funds will pay water, sewer, and stormwater charges. Any accrued charges during March 2020 or after (the start of the pandemic) are eligible to be paid with these funds.**

Tenants must qualify by completing an online application at [assistance.mygcww.org](https://assistance.mygcww.org) and certifying that their household income is at or below 80% of Area Median Income (AMI).

If eligible customers have balances prior to March 2020, those charges will not be paid with these funds. However, customers can enroll in a flexible payment plan through the PromisePay Portal. Customers can visit [GCWW.promise-pay.com](https://gcww.promise-pay.com) for details about the program and how to enroll. Customers who have paid their accounts and/or have an active payment plan on their GCWW account(s) and keep up with their current charges will be removed from the delinquency/shutoff process.

**At this time, the delinquency/shutoff process will resume on April 1, 2022.**

- **Apply Today! Tenants residing in the City of Cincinnati can access the ERA Application at [assistance.mygcww.org](https://assistance.mygcww.org). Renters can also call 513.591.7700 to receive assistance from the call center to complete an application.**
- **Renters not residing in Cincinnati city limits but living in Hamilton County can visit <https://erap.hcjfs.org/> for utility assistance.**

*Greater Cincinnati Water Works Department (GCWW) provides the highest-quality drinking water to more than 1.1 million people in parts of Hamilton, Butler, Warren and Clermont Counties in Ohio and Boone County, Kentucky.*