

# City of Portsmouth NH

## Water and Sewer Assistance Programs



**Program Effective Date: 01/01/15**

If you are a current customer of the City of Portsmouth's Water and Sewer Division you may be eligible for one of the following assistance programs:

**(1) Receive On-going Assistance of 25% off your water and sewer bills with the Water & Sewer Annual Assistance Program.**

### Water & Sewer Annual Assistance Program

25% discount on water and sewer for income-eligible homeowners or tenants serviced by the City of Portsmouth's Division of Water and Sewer.

- (1) *Applicant must reside at the property and have a current water and sewer account at the address on the application.*
- (2) *See Application Section A for income restrictions.*
- (3) *Program discount is valid from date of acceptance forward. It is not applicable to any past due balances on the customer's account.*
- (4) *Applicant must provide the required documents as described on the application and schedule an appointment with the Billing Office.*

**(2) Receive Temporary Assistance of up to a \$300 credit toward your water and sewer bill once per year.**

### Water & Sewer Temporary Assistance

The City of Portsmouth Water and Sewer customers may receive up to a \$300 water and sewer credit if you have a verifiable financial hardship that occurred within the past six (6) months (e.g. major medical expenses, job loss, or a change in marital status).

- (1) *Applicant must reside at the property and have a current water and sewer account at the address on the application.*
- (2) *Must be a verifiable financial hardship (see application form for more details).*
- (3) *Applicant must provide the required documents as described on the application and schedule an appointment with the Billing Office.*



Water and Sewer Billing Office - City Hall  
1 Junkins Ave  
Portsmouth, NH 03801  
603-610-7248 / [www.cityofportsmouth.com](http://www.cityofportsmouth.com)

## To access these services:

### 1. Verify your eligibility.

Check your eligibility for the programs for which you are applying (see programs listed to left).

### 2. Complete the appropriate application.

Be sure to include all requested documents as listed in the applications. Applications are available at City of Portsmouth Water & Sewer Billing Office.

### 3. Water & Sewer Assistance applicants must set up their appointment through the Billing Office.

Please contact the Water & Sewer Billing Office located at Portsmouth City Hall to set up your appointment.

Phone # (603) 610-7248

#### Process Time for Applications:

Within three (3) weeks of your appointment you will receive a notification of approval, pending, or denial. Discounts through the Annual Assistance Program are good for one (1) year.

You need to apply each successive year thereafter.