

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
CLEVELAND, OH  
PERMIT NO. 257



CITY OF CLEVELAND  
Mayor Frank G. Jackson

CITY OF CLEVELAND  
**DEPARTMENT OF AGING**  
75 Erieview Plaza, Floor 2  
Cleveland, Ohio 44114  
216-664-2833

CITY OF CLEVELAND  
Mayor Frank G. Jackson

**Flu + You**

Protect. Learn. Understand. Safeguard.  
Educating older adults about influenza and prevention

The Flu is a serious disease,  
especially for older adults.  
Vaccination is the best protection.

**SAVE MONEY ON WATER**  
Kick the disposable water bottle habit by joining Sustainable Cleveland in promoting clean water. Tap water is cheaper and it is typically fresher since it doesn't sit in a warehouse or on a store shelf before coming to you. It is reliably safe, high quality water. By drinking more tap water, you can help reduce the amount of plastic bottles that threaten our environment.



**Cleveland Water**  
**TIPS TO PROTECT YOUR HOME AND SAVE MONEY**  
*A Resource Guide for Cleveland's Senior Homeowners*



## RESOURCE GUIDE

### CONTROL YOUR COSTS >>>

**The Affordability Program**, administered by Cleveland Housing Network, offers a 40% discount on all standard water charges. To qualify for the Affordability Program, you must own and live at the applying service address and have a total household income at, or below, the current income guidelines. For questions or to apply, please contact Cleveland Housing Network at (888) 901-1222.

**The Homestead Discount Program** offers a lower fixed charge and consumption rate. To qualify you must be 65 years of age or older OR be permanently and totally disabled; own and live at the property; and, have an income of less than \$31,500 per year. For more information, please contact Cleveland Water at (216) 664-3130.

**The Summer Sprinkling Program**, operated by our partners at the Northeast Ohio Regional Sewer District (NEORS) from May 1<sup>st</sup> through September 30<sup>th</sup>, is designed to reduce residential sewer bills during the summer months. To participate in the program, your sewer bill must reflect charges from NEORS and you must own and live at the residence. For questions or to apply, call NEORS's Customer Service Department at (216) 881-8247.

**The Cleveland Housing Network** offers water repair and conservation services to help homeowners conserve water and reduce water bills. Owner-occupied homes may receive hot water tank repair or replacement, emergency service line replacement, or other major plumbing repairs. Homeowners must receive a water bill from Cleveland Water and meet income guidelines. For more information, call (216) 574-7100.

**Water Line Protection Programs** offer affordable solutions to eliminate the high cost and stress of unexpected repairs to water and sewer lines and in-home plumbing systems. Customers are responsible for the water and sewer lines running to their home. Cleveland Water partners with Dominion Products and Services, Inc. to offer protective services for these types of emergencies. For more information on these services, call (888) 396-5374.

### DEPARTMENT OF AGING RESOURCES >>>

(216) 664-2833

[aging@city.cleveland.oh.us](mailto:aging@city.cleveland.oh.us)

[ClevelandDepartmentofAging](https://www.facebook.com/ClevelandDepartmentofAging)

[@ClevelandAging](https://twitter.com/ClevelandAging)

**Bed Bug Assistance Program** provides assistance with the extermination of bed bugs. To qualify, you must own and live in the unit to be treated and meet income guidelines. You must reside in the City of Cleveland and be 60+ years old or an adult 18-59 receiving disability.

**Senior Initiative** provides help for seniors and adults with disabilities to avoid housing code violations and prevent seniors from becoming a victim of scam contractors. This initiative is a cooperative effort among several City departments.

**Homelessness Prevention** provides case management to help older persons and adults with disabilities (50 years of age and older), who are at risk of homelessness, to maintain housing.

**Information and Assistance** – Current and unbiased information on services that support independence and link older adults, adults with disabilities, caregivers, and family members to organizations that help.

**Benefits Assistance** – Hands on assistance in determining eligibility and enrolling in benefit programs to help meet financial and health needs.

**Economic Security** – Economic case management and core services, provided by a specialized team of agencies, to improve your economic situation.

**Options Counseling** – Guidance for older adults, adults with disabilities, family members, caregivers, and/or significant others in making decisions about long term support options.

*The Cleveland Department of Aging is an Aging and Disability Resource Center as designated by the Western Reserve Area Agency on Aging.*





## PROTECT YOUR HOME ▶▶▶

*Your home is important.*

### Check for Leaks Regularly

- ▶ Check toilets in your home for leaks. You may not always hear them so place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak. Don't forget to flush after testing to avoid staining the tank.
- ▶ Check faucets in your home for leaks and drips. This includes checking washers and gaskets for wear and replacing them if necessary.
- ▶ Check aerators and shower heads for clogs or leaks.
- ▶ Don't forget to check outside faucets for leaks and drips too, and remember to disconnect and drain any outside hoses before the weather turns cold.

Most water leaks are fixed easily, but if left unchecked they can be very costly. It is important to note that any leak that occurs on your property is your responsibility to fix. This includes the water line that runs from the tree lawn to the water meter, irrigation systems and all indoor plumbing. Cleveland Water is responsible for making repairs between the water main in the street and the tree lawn.

### Protect Pipes and Meters from Freezing this Winter

#### Before the cold weather:

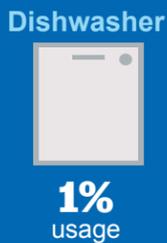
- ▶ Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe.
- ▶ Insulate pipes or faucets in unheated areas such as an unheated garage or a cold crawl space under the house.
- ▶ Seal off access doors, air vents and cracks and repair broken windows. Be careful not to plug air vents that your furnace or water heater need for good combustion.
- ▶ Find and label the main shut-off valve for water service to your home. Most likely it is where the water line comes into the basement or crawl space from the street. If a pipe bursts anywhere in the house, turning this valve can limit further damage and costs.

#### During cold weather:

- ▶ Leave a pencil-lead-thin stream of water flowing from a faucet furthest from your main shut-off valve.
- ▶ If you have had a pipe freeze before, know that it may still be vulnerable to freezing and keep water running through it.
- ▶ Leave cabinet doors open to allow the heat of the house to help keep your pipes from freezing. When away from home for several days, turn the water off and drain the outside faucets or leave the heating system inside your home on to keep the pipes warm.
- ▶ If freezing does occur, turn off water service to your home quickly using the main shut-off valve and contact a plumber or a private contractor to thaw your lines and make repairs.

### Did you know?

The average household uses approximately 170 gallons of water indoors each day.



## PROTECT YOURSELF FROM FRAUD ▶▶▶

Cleveland Water does not call customers asking for payment over the telephone, nor do we accept payments at your home. The majority of our credit and collections process is handled via official mail.

### If someone claiming to be a Cleveland Water employee visits your home:

- ▶ Cleveland Water employees will not come to your home unless an appointment is scheduled or we are working in the area and need to notify you of an interruption in your service.
- ▶ If you feel that your safety is at risk, close and lock your door and contact your local police department immediately.

### How to identify a Cleveland Water employee:

- ▶ All employees are required to wear clothing with a Cleveland Water emblem or logo embroidered on the front of either their jacket or shirt.
- ▶ Vehicles are white or blue and are marked with the Cleveland Water logo on the door or side of the trucks.
- ▶ All employees are issued Cleveland Water identification cards and they must be worn and visible at all times while they are on duty.

### If someone claiming to be a Cleveland Water employee calls your home:

- ▶ DO NOT give out your personal information, including bank or credit card account information, or make any type of payment.
- ▶ Request the caller's name and extension and tell them you will call them back.
- ▶ Contact Cleveland Water at 216-664-3130 to verify the call.
- ▶ When in doubt, report the call to your local police department.

FOLD HERE

PLACE THIS SIGN BY FRONT DOOR WINDOW

# NO SOLICITATION