

## KEEP US UPDATED

📞 From time to time, we need to get in touch with you. That's why it's important we have the most up-to-date contact information on your account. During a power outage, our system works by matching your phone to your account. We need your current number on file for our system to work accurately. Please call the CBPU at (517) 279-9531 or email [customerservice@coldwater.org](mailto:customerservice@coldwater.org) to update your account info and to see if you may qualify for senior garbage rates.

## MAKE AN IMPACT

💰 A small amount of your change can make a big impact in providing help to vulnerable members of our community. Join our Round-Up program and "round up" your bill to create a positive and lasting impact for a neighboring CBPU customer in need.



"We're community-powered and community-focused. Our people are your people. We're your local connection and we care."

# CUSTOMER CARE



*Coldwater Board of Public Utilities*

(517) 279-9531 | [www.Coldwater.org](http://www.Coldwater.org)  
One Grand St. Coldwater, MI 49036

### WE ARE PROUD TO OFFER

- Electric
- Water & Wastewater
- GIG Fiber Internet
- TV & Phone
- Garbage & Recycling
- Energy Efficiency Programs



Scan here to learn more  
**YOUR HOMETOWN CONNECTION.**



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## GENERAL ASSISTANCE

If you are behind on your CBPU utility bill, please reach out to our Customer Service Team at (517) 279-9531 to speak about your payment options and avoid service disruptions.


We offer several resources to help customers with their utility bills. We will work with you to find a payment plan to best suit your budget and utility needs.

Throughout the year, we work with government agencies and community organizations that offer payment assistance to income-qualified residents. We understand the importance of energy in your life, and our goal is to keep your services turned on.


## HOME HEATING HELP

 Apply for a Home Heating Credit (HHC) for the current tax year to help pay winter heating bills if you meet the listed household income guidelines and exemption. The application and eligibility requirements can be found at [michigan.gov/treasury](http://michigan.gov/treasury) or by calling the Michigan Treasury at (517) 636-4486.

## CRITICAL CARE


 If you or a member of your household requires home medical equipment or a life-support system, you must provide a signed and completed Medical Certification Form from a physician or medical facility identifying the medical equipment or life-support system certifying an interruption of service is immediately life-threatening. Critical Care re-certification is required on an annual basis.

## MEDICAL EMERGENCY

 If you or a member of your household has a medical emergency confirmed by a physician or public health official, you can apply for interruption of service protection for up to 21 days.


You must provide a signed and completed Medical Certification Form confirming service disconnection will aggravate an existing medical condition.

## GET HELP, CALL 2-1-1

 Michigan 2-1-1 is a free, confidential phone service that links people with community-based information or agencies. They provide information that can help with utility assistance, rent payments, child and elder care, emergency shelters, job training, counseling, and other services.

To learn more, dial 211 or go online at [mi211.org](http://mi211.org) to get connected and get help.

## MILITARY PROTECTION

 If you or your spouse is called to full-time active military duty during a national or state emergency or war, you may apply for shutoff protection for up to 90 days. You may also reapply for extensions of this protection. Call our Customer Service Team for more information on this protection plan.

Stay in touch! Call: (517) 279-9531  
Email: [customerservice@coldwater.org](mailto:customerservice@coldwater.org)

