



# The City of Waynesville

## *Utility Billing Relief Program*

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### We're Here to Help

City staff understands that many of you may be experiencing difficulties during the current COVID-19 outbreak. Because of this, the City of Waynesville's Utility Billing Department has implemented the following policies and procedures in order to make life a little easier during this stressful time.



**City of Waynesville**  
Utility Billing Department



**(573) 774-5217**



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### Pay Agreements

The Utility Billing Department has modified its Pay Agreement policy to better fit the individual customer and their needs. Please contact the Utility Billing Department by phone or email to explore different options that may help your situation.

### Payment Assistance

If you are unable to pay your bill the Missouri Ozarks Community Action, Inc. (MOCA) may be able to assist you through the Low Income Home Energy Assistance Program (LIHEAP) and the Emergency Crisis Intervention Program ECIP. You can contact MOCA at (573) 765-3263 for more information.

**Also, you may qualify for the City's Utility Bill Relief Program. This program is being funded by the American Rescue Relief Plan Act. To see if you qualify for help through this program, contact the Utility Department at (573) 774-6171. Grant funding is for low-income or disproportionate families only.**

