

City Services Bill Pandemic Relief Program Application Troubleshooting Tips

Internet Explorer is not compatible with the online application portal. Please access this site from another web browser.

If you are applying for both the City Services Bill Pandemic Relief Program AND the Real Estate and Personal Property Tax Relief Program, you may register both accounts using the same email; however, you CANNOT use the same password. These programs are administered separately and require two separate accounts.

Do not begin your application until you have electronic copies of the required documents. You will have to start a new application if you cannot complete it in one session. Applications will not be reviewed until all required documents are attached. To create an electronic copy of your document, we recommend scanning it or taking a clear photo of it.

Please ensure that there are no typing errors in your application and that you have attached all required documentation.

Error Message: The account number entered does not exist or is not eligible under the City Services Bill Pandemic Relief Program.

Please ensure the account number is entered exactly how it appears on your City Services Bill. Be sure to include the 3 leading 0's (000-) and all dashes (-). Only active residential accounts are eligible for this program. Multi-family, commercial, or inactive residential accounts are not eligible and will therefore receive this error message.

Error Message: The address entered does not match the address listed on the account. Please check Street#, Street Name, Suffix, City, State and Zip Code.

Please ensure that you have entered your service address—not your billing address—exactly how it appears on the top of your City Services Bill.

Make sure you are using the abbreviation for your address suffix (ex: use RD/DR/CIR, not Road/Drive/Circle)

Error Message: The applicant name entered does not match the names listed on the account.

Please ensure that your name is entered exactly how it appears on your City Services Bill. Nicknames will not be accepted. If your name has recently changed, please ensure this change has been processed on your account by calling the Public Utilities call center at 385-4631. Please note that the Public Utilities call center cannot provide assistance or updates for the pandemic relief program application.