

**FOR IMMEDIATE RELEASE**  
**WEDNESDAY, MAY 6, 2020**

## **City of Laredo Launches COVID-19 Utilities Relief Program**

**LAREDO, Texas**—The City of Laredo Utilities Department has launched a COVID-19 Relief Program to help residential customers who have become recently unemployed due to the COVID-19 pandemic. Below are the terms, conditions and requirements to request relief.

Relief is for residential water accounts only and projected to be for March, April and/or May 2020, subject to availability of funds.

Relief is scheduled to be applied on a first come, first served basis provided that the customer submits all required documentation.

The documents required to request relief include:

- Proof of unemployment from Texas Workforce Commission (TWC)
- A copy of your water bill
- Your water account number (can be found on your bill)

Relief is limited to \$125.00 per month on delinquent balances only; no carryover.

The COVID-19 Utilities Relief Program cannot be used for reimbursements or refunds for bills already paid.

If you request relief for both March and April, you must provide a copy of both your March and April utility bill.

Approved relief requests will be processed first for March and/or April 2020; May 2020 relief will be offered at a later date, subject to availability of funds.

### **COVID-19 Relief Request Form**

Customers can complete and submit a COVID-19 Relief request form online by visiting either the City of Laredo Utilities Department webpage at <https://www.cityoflaredo.com/utilities/> or the City of Laredo webpage at <https://www.cityoflaredo.com/> and clicking the COVID-19 Utilities Relief Program icon. Direct link:

<https://citysearch.cityoflaredo.com/Docuware/Platform/WebClient/Forms/covid-19-relief-requirements?orgID=f776ca86-040b-4650-86a5-d1d1ce7a4e8b>

Customers can also complete and submit a paper application in person at the Utilities Administration Department located at 5816 Daugherty Avenue **ONLY**. No paper applications will be provided at City Hall or City Hall Annex.

Paper applications and envelopes will be located outside of the North Entrance of the Utilities Department to allow customers to come at their convenience.

For paper applicants, customers will need to attach the required documentation to the paper application. Envelopes will be provided so that all documents are contained in the envelope and dropped in the drop off box.

For questions, call the City of Laredo Utilities Department at (956) 721-2000, Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m.

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