



# City of South Haven

City Hall • 539 Phoenix Street • South Haven, Michigan 49090-1499  
Telephone (269) 637-0700 • Fax (269) 637-5319

April 2, 2021

Dear Customer,

In the wake of the coronavirus crisis, on December 22, 2020, Governor Whitmer signed the Water Shutoff Restoration Act, prohibiting residential water shutoffs for non-payment. The protection under this law has ended as of March 31, 2021 allowing shutoffs to resume due to non-payment.

City leaders are aware there may be households still facing financial strain as a result of the pandemic, making it impossible to pay or keep energy bills current. Customers are being urged to seek assistance ahead of time rather than waiting for a shut-off notice. Households having trouble paying their energy bills may take advantage of a variety of resources.

There are local agencies set up to offer financial assistance for customers seeking assistance.

- **We Care, Inc**, 269-637-4342, <https://www.wecare-inc.org/>
- **DHS**, 269-621-2800, <https://www.michigan.gov/mdhhs>
- **Salvation Army Benton Harbor Corps**, 269-927-1353  
<https://centralusa.salvationarmy.org/bentonharbor/>
- **True North Community Services**, 231-355-5880, [www.truenorthservices.org](http://www.truenorthservices.org)  
Tnempower.org/contact/
- **Southwest Mi Community Action Agency**, 269-925-9077, <https://www.smcaa.com/>

If you anticipate your services will be shut-off, you may also be eligible for the State Emergency Relief (SER) or Covid Emergency Rental Assistance (CERA) programs offer by the state.

SER provides help to people who need money quickly for an emergency. For more information about SER and how to apply for it, read [MDHHS State Emergency Relief Program](#).

The COVID Emergency Rental Assistance (CERA) is a new program providing rent and utility assistance to households experiencing financial hardships due to COVID-19. To learn more about the COVID Emergency Rental Assistance program, the qualifications, and the application process, visit the CERA program's website at [www.michigan.gov/cera](http://www.michigan.gov/cera).

For more information on all the City's utility updates or news, please visit our website at [www.southhavenmi.gov](http://www.southhavenmi.gov) or the City of South Haven – Communications Department Facebook page.

Best Regards,

Michele Argue  
Finance Director/City Assessor  
269-637-0700

*The City of South Haven is an equal opportunity provider and employer.*