

Frequently Asked Questions for Utility Grant

Why do I need to provide so much information?

St. Albert Utility Relief Grant Program will comply with the provisions of the Freedom of Information and Protection of Privacy Act. It is the St. Albert Utility Grant Program's intent to protect the privacy of its clients at all times in the collection, storage and destruction of information. Data collected will be used anonymously for future statistical analysis and reporting.

How long will it take before I receive the grant?

Once your application has been processed in our office, we transfer the information electronically to the City of St. Albert Utility Department and they will credit your utility bill directly within four to six weeks.

If you do not have a City of St. Albert water bill you will receive the rebate by cheque or direct deposit, it can take six to eight weeks for a cheque to arrive in the mail.

What if I don't have a City of St. Albert Utility bill?

If you live in a condo/townhouse and pay condo fees your water may be included in your condo fees. If this applies to you, then note this on the application and if your grant is approved it can be directly deposited into your bank account (additional document required) or a cheque will be mailed.

What if I live in an apartment, can I still apply/qualify?

Yes, you can qualify if your water is included in your rent. The rebate will be issued by cheque or if you fill out the direct deposit form, it will be credited to your bank account.

How is my information protected?

The information you give will be kept confidential. The collection of information is authorized under section 33(c) of the Freedom of Information and Protection of Privacy Act and the privacy protection provisions in that act will protect it. Data collected will be used anonymously for future statistical analysis and reporting.

How often can I apply?

The grant is currently offered on a once a year basis; the current year is between January 1, 2021 to December 1, 2021.

I have previously applied, do I need all the paperwork again?

If you have previously applied and been approved you will only need to complete a new application and provide a current copy of your water utility bill along with updated income information. The rest of the information will be on file. Note: All documents must be current within 3 months.

What happens if I forgot to submit some information?

All required documentation is necessary in order to process the grant. If any information is missing, you will be notified by telephone or email and the missing information must be provided within 30 days or your application will be closed.