

Frequently Asked Questions - Utility Relief Grant

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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.

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