

# Frequently Asked Questions - Utility Relief Program

## **Why do I need to provide so much information?**

St. Albert Utility Relief Program will comply with the provisions of the Freedom of Information and Protection of Privacy Act. It is the St. Albert Utility Relief 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 subsidy?**

Once your application has been processed, the information is electronically transferred to the City of St. Albert Utility Department for payment processing. Credits to utility accounts are usually applied within four to six weeks.

If you do not have a City of St. Albert water bill you will receive the subsidy 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 or townhouse and pay condo fees your water may be included in your condo fees. If this applies to you, then note this on your application and provide documentation showing water is included in your condo fees. If the subsidy is approved, it will be issued by cheque or direct deposit (if you fill out a direct deposit form).

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

Yes, you can qualify if your water is included in your rent. Provide a copy of your lease agreement with your application. If the subsidy is approved, it will be issued by cheque or direct deposit (if you fill out a direct deposit form).

## **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 subsidy is currently offered on a once-a-year basis; the application year is between January 1<sup>st</sup> and December 1<sup>st</sup>.

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

If you have previously applied and been approved, you will need to complete an application for the current year and provide a current copy of your water utility bill along with updated income information. (All documents must be dated within the last 3 months.) The proof of citizenship and proof of address will be on file; therefore, you do not need to include copies of these documents.

## **What happens if I forgot to submit some information?**

All required documentation is necessary in order to process the subsidy. 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.