

# Frequently Asked Questions - Utility Relief Program

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

The information is used to confirm your eligibility. The St. Albert Utility Relief Program complies with the Freedom of Information and Protection of Privacy Act to protect client privacy in collecting, storing, and destroying information. Data may also be used anonymously for statistical analysis and reporting.

## How long will it take before I receive the subsidy?

Once your application is processed, payment details are sent to the City of St. Albert Utilities Services. If you have a utility account, credits are usually applied to accounts within **four to six weeks**.

If you do not have a utility account, you will receive the subsidy by **cheque or direct deposit**:

- Cheques typically arrive within **six to eight weeks**.
- For direct deposit, please include a completed *City of St. Albert Direct Deposit Agreement* form and proof of your banking information with your application.

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

If you live in a condo or townhouse, your water charges may already be included in your condo fees. If this applies to you, please note it on your application and provide documentation confirming that water is included in your condo fees.

If the subsidy is approved, it will be issued by cheque or direct deposit:

- Cheques are mailed to you.
- For direct deposit, include a completed *City of St. Albert Direct Deposit Agreement* form and proof of your banking information with your application.

## 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:

- Cheques are mailed to you.
- For direct deposit, include a completed *City of St. Albert Direct Deposit Agreement* form and proof of your banking information with your application.

## How is my information protected?

Your information is kept confidential and collected under section 33(c) of the *Freedom of Information and Protection of Privacy Act*. The Act's privacy provisions ensure your data is protected. Any information collected may also be used anonymously for statistical analysis and reporting.

## How often can I apply?

The subsidy is available once per year per household, with **applications accepted between January 1 and December 1**. Please note that only one application per household will be considered each year.

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

If you have applied and been approved before, you must still complete a new application for the current year and provide an up-to-date water utility bill along with updated proof of income documents. Your proof of citizenship and residency is already on file, so you do not need to resubmit those documents.

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

All required documents are needed to process your application. If any information is missing, you will be contacted by email or phone. You must provide the missing information within 30 days; otherwise, your application will be closed.