

More Halifax Water Assistance Programs:

Lead Service Line Replacement Rebate

Halifax Water provides a rebate to customers of 25% of the cost of private lead service line replacements, up to a maximum of \$2,500.

Voluntary Residential Lead Monitoring

Halifax Water provides complimentary lead testing for customers who have a known lead service line, or unknown material, or who live in a house built prior to 1960.

To learn more about either of these programs, call 902.420.9287 or email lead@halifaxwater.ca.



**STRAIGHT from
the SOURCE**



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the SOURCE**

Customer Care Centre
902.H2O.WATR
(420.9287)

www.HalifaxWater.ca



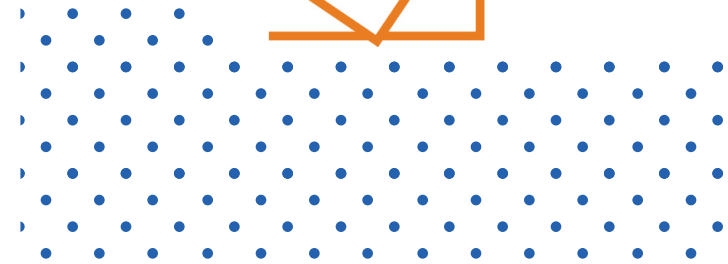
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 @HalifaxWater

H₂O FUND



The Help To Others (H₂O)
Water/Wastewater/
Stormwater Assistance Fund
Program Overview



THE H₂O FUND

On April 1, 2011 Halifax Water established the H₂O (Help To Others) Fund program to assist customers in need of financial assistance related to their water/wastewater/stormwater bill. Since the program's launch, hundreds of customers have benefited from the fund.

How is this program funded?

The program is funded by Halifax Water and its employees, and administered independently by The Salvation Army. Halifax Water provides base funding for the program in the amount of \$25,000 annually. Halifax Water employees also contribute to the H₂O program with funds donated by employees matched by Halifax Water.



Am I eligible?

The H₂O Fund is not a rebate program. It is intended to assist households in an emergency, especially those with no other resources available. The H₂O Fund assists with the cost of residential water, wastewater and stormwater service.

Maximum annual income eligibility:
Single Income Household: \$21,000
Family Income Household: \$39,000

Anyone seeking assistance must complete and submit the H₂O Fund application with the required supporting documents. The forms can be found online at www.halifaxwater.ca and www.salvationarmy.ca/maritime (see programs tab). Forms are also available at Halifax Water's 450 Cowie Hill Rd. office, Salvation Army's Gottingen St. location, and all Halifax Regional Municipality Customer Services Centres.

Applicants are only eligible to receive assistance if:

- They meet the income threshold,
- The account is in their name,
- Payments on the account are made directly to Halifax Water and not included in rent.



How much money is available?

Applicants are eligible to receive a maximum of \$275.00 once in a 24 month period.

How do I apply?

To apply for assistance from the H₂O Fund, applicants must complete the application form and provide supporting documents.

The Salvation Army receives and reviews all completed applications and determines which applicants will receive support. All applicants will be contacted by Salvation Army staff to let them know if they will or will not receive assistance.

If approved, how will I receive this assistance?

Applicants who receive assistance will have the funds applied directly to their Halifax Water account.



Have more questions?

If you have any more questions about this program, please reach out to The Salvation Army by phone or email:

902-422-1598 Ext. 240
sacoh.H2O@gmail.com
or visit www.halifaxwater.ca