



# EMERGENCY UTILITY PAYMENT PROGRAM



**The City of Norfolk's Emergency Utility Water Payment Program helps eligible residents maintain or reconnect water service.**

The Norfolk Department of Human Services will provide assistance to qualified households to prevent the disruption of water service due to non-payment, and to maintain a safe and healthy environment for Norfolk Households who meet eligibility requirements.

## PROGRAM CONDITIONS

- ◆ Up to \$2000 per fiscal year will be paid in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) on your behalf.
- ◆ More than one application per year can be submitted.
- ◆ Payments can be made up to three consecutive months.
- ◆ Households will not be required to satisfy outstanding amounts as a condition of eligibility.

## TO QUALIFY, YOU MUST HAVE:

- ◆ Water services in Norfolk.
- ◆ A copy of utility bill statement showing a shut off notice, reconnect charge or arrear payments notification.
- ◆ All household income must be verified.

## Household Size Annual Income

1	up to \$39,700
2	up to \$45,400
3	up to \$51,050
4	up to \$56,700
5	up to \$61,250
6	up to \$65,800
7	up to \$70,350
8	up to \$74,850

## APPLICATIONS

Available at any Department of Human Services location and the Department of Utilities

**757-664-6035**

Or download an application at

[www.norfolk.gov/humanservices](http://www.norfolk.gov/humanservices)

*A full disclosure of your information and attaching your verifications will speed up the process.*