



Lifeline Water Assistance Program Suspended through June 30

April 17, 2009

The Lifeline Water Assistance Program has been suspended through the end of Fiscal Year 2009 due to a depletion of funds. The suspension affects the majority of residents who have submitted applications that are pending. Customers currently receiving assistance are not affected.

The Department of Human Services advises residents to apply for Lifeline beginning July 1, 2009 when funding for Fiscal Year 2010 becomes available. Lifeline is supported through the City of Norfolk's General Fund.

Lifeline was initiated by the City of Norfolk in 1999 to help Norfolk citizens avoid disruption in water services. Lifeline offers financial assistance to low-income senior citizens, families and individuals to provide relief from the Hampton Roads utility bill. The Departments of Human Services and Utilities partner to provide Lifeline information and assistance.

For additional information, Norfolk residents may call (757) 664-6035 or (757) 664-6311. For media inquiries, contact Jan Callaghan, Public Information and Education, Norfolk Department of Human Services at (757) 664-6020, (757) 619-7898 (cell), or jan.callaghan@norfolk.gov.

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