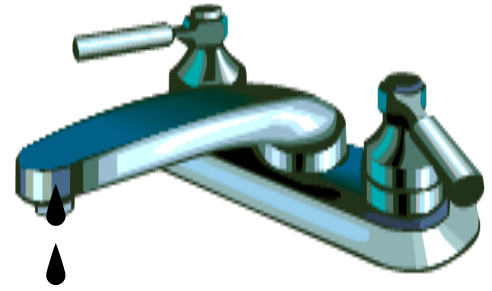


EMERGENCY UTILITY (WATER) PAYMENT PROGRAM

The City of Norfolk's Emergency Utility Water Payment Program helps eligible residents avoid disruption.



Norfolk Department of Human Services will provide one-time payment to help low income households prevent the disconnection of water due to non-payment and to maintain a safe and healthy environment for Norfolk Households who meet eligibility-requirements.

PROGRAM CONDITIONS

- ◆ Up to \$500 per fiscal year will be paid in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) on your behalf.
- ◆ You must satisfy the outstanding water payment amount above \$500
- ◆ One time payment per fiscal year

Household Size	Annual
1	up to \$44,450
2	up to \$50,800
3	up to \$57,150
4	up to \$63,450
5	up to \$68,550
6	up to \$73,650
7	up to \$78,700
8	up to \$83,800

TO QUALIFY, YOU MUST HAVE:

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

APPLICATIONS

are available at any Department of Human Services location, and the Department of Utilities, **Call**

757-664-6035

Or download an application at

www.norfolk.gov/humanservices

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