

Low-Income Senior's High Water Bill Credit Program INFORMATION SHEET

Eligibility criteria and how the program works:

- The applicant must be 65 years of age or older.
- The applicant must be in receipt of the Guaranteed Income Supplement (GIS). Receipt of an increment must be submitted.
- Total household income must be \$39,415 or less.
- Household income is defined as the **combined** gross income shown on line 15000 of the Canada Revenue Agency Notice of Assessment or Notice of Reassessment for all property owners and their spouses. **A copy of the previous year's Notice of Assessment or Notice of Reassessment must be submitted for each owner and each spouse of an owner.**
- The property must have been occupied for the period in which the high bill relates (i.e. snowbirds/vacationers not eligible as water should be shut off). Occupants were not absent for more than 96 consecutive hours during the billing period.
- The previous water bill must have been based on an actual meter reading, not an estimated reading.
- The cause of the high water bill is a result of a leak. The leak must be corrected within 30 days of the billing date.
 - Receipts verifying the leak has been corrected must be submitted.
 - Subsequent water meter read has verified that the reading has returned to normal usage.
- The application for the credit must be submitted within 120 days of the billing date of the high water bill for which the credit is being applied.
- The high water for which the credit is being applied must exceed two times the previous bill.
- The eligible amount of the credit is 50% of the amount that the high water bill exceeds the previous bill.
- The applicant has not received a low-income senior high water bill credit for a water billing that was generated in the past 12 months.
- Applicants must be owners of residential property within Thunder Bay for a period of one (or more) year(s) preceding the application.
- The Property must be your principal residence.
- Each owner or their spouse must meet the eligibility criteria in order to qualify for the program.
- **Exception:** If proof is provided that the applicant's spouse is involuntarily separated for reasons beyond their control (hospital or nursing home) and that person's income is being applied toward alternate living accommodations, then the spouse's income is excluded from total household income.
- For properties jointly held or co-owned by persons other than spouses, both or all co-owners must qualify under applicable eligibility criteria in order to receive the high water bill credit.
- **Exception:** If proof is provided that the co-owners do not reside on the property, then income is excluded from total household income.
- Credits resulting from a successful application will be applied to your water account.

Applications including all supporting documentation must be received by the due date in order to qualify

HOW TO GET AN APPLICATION

- Pick up at the City of Thunder Bay Revenue Division, City Hall, 500 Donald Street East, Thunder Bay
- OR**
- Download from the City of Thunder Bay Revenue Division website, www.thunderbay.ca/revenue

QUESTIONS

Questions about the Low-Income Senior's High Water Bill Credit Program should be directed to the City of Thunder Bay Revenue Division, City Hall, 500 Donald St. E, Thunder Bay, ON P7E 5V3, Telephone (807) 625-2255.