

Catastrophic Water Charge Assistance Program REQUEST FORM

Date Requested: (dd/mm/yyyy)	Entegrus Account No.:	Account Holder Name:
Service Street Name/Number:		
City: St. Thomas	Postal Code:	
Email address:		Phone:
Brief description of the issue:		
What repairs were made?		
Date of Repair:	(dd/mm/yyyy)	
Has a catastrophic water charge adjustment been made for this service address on a previous occasion? Yes No		
Was the home vacant or premises unattended for more than 48 hours when the plumbing failure occurred? Yes No		
Was the water/sewer usage due to damage, neglect or intentional usage: Yes No		
I,(name of applicant) confirm that the information required for Catastrophic Water Charge Assistance under By-Law 44-2000 and provided in this application is accurate		

Please note:

- 1) This application must be submitted before the next water/sewer bill is issued to the homeowner.
- 2) The subsidy will only allow for a one (1) time financial assistance <u>per</u>municipal residential address.
- 3) In order to qualify, the homeowner's water/sewer bill charges must be three (3) times above the 12- month average water usage.
- 4) The allowable credit would be 50% of the excess amount of the water/sewer bill, based on the 12month average water usage, and only up to a maximum reimbursement of \$500.
- 5) The program will not allow for retroactive payments from past events occurring before the program was requested by Council.
- 6) Under the discretion of the City Engineer, the application approval may be deemed ineligible under this program.

Personal information on the application form is collected under the authority of the Municipal Act, 2001, S.O. Chapter 25 and all personal information is protected and used in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). This information is collected in conjunction with your request for catastrophic water charge assistance. Please contact Chris Andrew at 100 Burwell Rd., St. Thomas, ON, NSP 3R8, Telephone 519-631-1680 x 5121 for questions.