CITY OF Thunder Bay
Superior by Nature

LOW-INCOME SENIORS HIGH WATER BILL CREDIT PROGRAM

MUNICIPAL USE ONLY
Application #

The 3 steps to applying:

Review Eligibility Criteria. (See Information sheet on reverse side)

Fill out form and attach additional information to be submitted with application.



Mail or email to:
Revenue Division,
PO Box 800
Thunder Bay, ON P7C 5K4

Email:
taxandwater@thunderbay.ca

The **deadline** for receiving applications is 120 days after the billing date of the water bill for which a credit is being applied.

PROPERTY AND APPLICANT INFORMATION:

PROPERTY ADDRESS:	LAST NAME:
	FIRST NAME:
CITY:	POSTAL CODE:
TELEPHONE:	DATE OF BIRTH: (DD/MM/YYYY)
WATER ACCOUNT NUMBER:	

Please complete the **Spousal and Additional Owner Information** below if you have a spouse, and/or if the property is also owned by another person. If there is more than one additional owner, please attach a list with the first name, last name, date of birth, and signature of all additional owners and their spouses not listed on this form.

SPOUSAL AND ADDITIONAL OWNER INFORMATION:

SPOUSE'S LAST NAME:	ADDITIONAL OWNER'S LAST NAME:
SPOUSE'S FIRST NAME:	ADDITIONAL OWNER'S FIRST NAME:
DATE OF BIRTH: (DD/MM/YYYY)	DATE OF BIRTH: (DD/MM/YYYY)

ADDITIONAL INFORMATION REQUIRED:

☐ Attach receipt of an increment paid under the Guaranteed Income Supplement (GIS)

Please write your Total Household Income in the box on the right side (include applicant, spouse and any additional property owner's income).

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The Total 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. Each owner and each spouse of an owner must submit a copy of their previous year's Notice of Assessment.

☐ Verification that the cause of the leak has been corrected within 30 days of the billing date of the bill for which the credit is being applied (receipts, letter from plumber, etc.)

I occupy residential property in the City of Thunder Bay and have been assessed as Owner of such property for at least one year immediately preceding the date of this application.

I acknowledge this property is my principal residence.

I acknowledge that the property was not vacant for more than 96 consecutive hours (4 days) during the billing period.

I agree to notify the City of any changes which would affect my eligibility for the water credit program including changes to household income.

I certify to the best of my knowledge that the information provided is correct.

I hereby authorize the City of Thunder Bay to take any means required to verify all information included in this application.

DATE	APPLICANT'S SIGNATURE	SPOUSE/ADDITIONAL OWNER'S SIGNATURE

The City of Thunder Bay collects personal information for the purpose of administering the Low-Income Seniors High Water Bill Credit Program. This collection is authorized under By-law 76/2016. The information provided will be used to process and administer the Low-Income Seniors High Water Bill Credit Program and to communicate matters relating to tax and water accounts. Information collected will only be used as described or for a consistent purpose and will not be shared with Third parties except where required by law or with your explicit consent. For more information about this collection of personal information, including access and collection, please contact Supervisor- Water Billing & Collections, Revenue Division, 501-34 Cumberland St N, Thunder Bay, ON, P7A 4L3, Telephone (807)625-2255.

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 $49,325 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, 501-34 Cumberland St. N., Thunder Bay. Please call (807) 625-2255 to arrange an appointment.
  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 Water Revenue Analyst at (807) 625-2255 or email taxandwater@thunderbay.ca.