



Utility Assistance Policies and Procedures

1. Purpose

The Eagle Mountain City Utility Assistance Program provides financial relief to eligible residents facing economic hardship by assisting with their water utility bills. The program is funded by the City and aims to ensure continued water service for qualifying households.

2. Eligibility Requirements

To qualify for assistance, applicants must meet the following criteria:

- Be a **current resident of Eagle Mountain City**.
- Be the **homeowner of the property** for which they are applying.
- Meet the **income eligibility requirements** established by the federal HEAT program.
- Submit **household income documentation** through tax forms.

3. Program Benefits

- The program covers **50% of the applicant's water bill**, up to a maximum of **\$75 per month**.
- Assistance will be provided as a **credit to the applicant's utility account**—no direct payments will be issued to residents.
- Applicants may receive assistance for up to **three (3) months per calendar year**.

4. Application Process

- Applications will be accepted **monthly from the 1st to the 7th**.
- Applicants must submit a **completed application** along with **household income documentation** (recent pay stubs, tax forms, etc.).
- Applications will be reviewed in the order they are received, subject to available funding.
- If approved, the credit will be applied to the applicant's **Eagle Mountain City water utility account**.

5. Exclusions

- This program applies **only to water bills** and does not cover other utilities.
- **Rental properties do not qualify**—only homeowners may apply.

- **Social Security Numbers for all household members are not required.**

6. Program Funding & Limitations

- Assistance is **contingent upon available funding** and is not guaranteed.
- The City reserves the right to **modify, suspend, or terminate** the program at any time.