



## 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 Eagle Mountain City utility bill. The program is funded by the federal Community Development Block Grant and aims to ensure continued utility 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 or renter 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, w2's or recent paystubs for **ALL** applicable individuals in the household.
- If renting must submit documentation of rental agreement for property.

### 3. Program Benefits

- The program covers **50% of the applicant's utility 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 are reviewed monthly.
- Applicants must submit a **completed application** along with **household income documentation** for all individuals in the household with an income and rental documentation if applicable.
- Applications will be reviewed in the order they are received, and assistance is subject to available funding and qualification requirements.
- If approved, the credit will be applied to the applicant's **Eagle Mountain City utility account for up to 3 consecutive months**, subject to funding availability.

### 5. Exclusions, 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.
- Incomplete applications will not be considered for assistance.