

Donate to Community Warmth

Yes! I would like to make a monthly contribution on my City of Medicine Hat Utility bill to the Community Warmth program. To complete this form online, visit www.medicinehat.ca/cw.

Name on Utility Account

Phone Number

Address

Utility Bill Account Number

Please add the monthly contribution amount to my City of Medicine Hat utility bill:

- \$1 / month \$5 / month
 \$2 / month \$10 / month
 \$_____ / month




Signature

Thank you for your contribution.



CUSTOMER CARE & BILLING

**580 First Street SE
Medicine Hat, AB
T1A 8E6**

-  403-529-8111
 customer_accounts@medicinehat.ca
 www.medicinehat.ca/cw



Giving
Hope
Today

THE SALVATION ARMY

For assistance:
**476 4 Street SE
Medicine Hat, AB
T1A 0K6**

 403-548-3247

JANUARY 2022

Community Warmth

A utility bill good neighbour program



What is Community Warmth?

Community Warmth is an energy assistance program administered by The Salvation Army. Low income individuals, families and seniors unable to pay their City of Medicine Hat utility bill due to financial hardship or crisis may receive support from the program once a year.

Who benefits from this program?

This program is available to all City of Medicine Hat utility customers who are experiencing financial issues beyond their control. Individuals, families and seniors can be provided with referrals to community support services and one-time emergency funding to assist with utility bills.

A person may be eligible for assistance if they:

- Have received a Disconnect Warning Notice for utilities
- Are experiencing financial issues that are beyond their control. For example:
 - » Lower income families who are experiencing temporary hardships
 - » Individuals with lower fixed incomes facing crisis situations
 - » Individuals or families facing an emergency situation, such as losing a job, illness or medical expense, separation, death, funeral expenses or a major household bill
- Have not received assistance from this program in the last year; and
- Are willing to meet with The Salvation Army to fill out an application form and provide proof of income for all household members for the current year.

How does someone apply for assistance?

Requests for assistance go through The Salvation Army, located at 476 4 St SE in Fifth Avenue Memorial Church (basement, rear entrance), open Monday to Thursday from 11 a.m to 3 p.m. Phone calls can be directed to 403-548-3247.

Other programs are already available, why is the Community Warmth Program needed?

Other existing programs have strict income guidelines that disqualify many people who, because of unexpected circumstances, experience a temporary need for assistance.

Where do Community Warmth Program funds come from?

The funding is strictly from donations made by the general public and business sectors.

As a customer, must I contribute?

No, contributions are on a volunteer basis.

Is my donation tax deductible?

Yes, income tax receipts will be issued for donations greater than \$10 per year.

If you donate through your utility statement, or directly to the Salvation Army, an annual income tax receipt will be mailed to you.

How do I know that the money is actually being used to help people with their utility bills?

The Salvation Army maintains a designated tracking system for Community Warmth contributions and the distribution of those funds for utility bills.

Is there a minimum donation I have to make?

No. A donation of any size in \$1 increments is available.

What is the City of Medicine Hat's role in this program?

The City is providing a convenient, cost effective mechanism in which customers can donate money to the program by having a dollar amount added to utility bills. You can donate in monthly \$1 increments through this method.

Does the City of Medicine Hat keep these donations?

No. All donations are remitted to The Salvation Army.

How can I donate?

You can donate to the Community Warmth Program by one of the following methods:

- Adding a monthly contribution (in increments of \$1) to your City of Medicine Hat Utility Bill.

Visit www.medicinehat.ca/cw, or submit the attached application to the City of Medicine Hat. Please call Customer Service at 403-529-8111 if you have any questions.

- Mailing a donation to The Salvation Army:

The Salvation Army
Community Warmth Program
457 3 ST SE
Medicine Hat, AB T1A 0G8