

St. Cloud Utilities Assistance Program



DO YOU NEED HELP WITH YOUR WATER BILL?

In partnership with the Osceola Council on Aging, the City of St. Cloud has established the St. Cloud Water and Sewer Utility Assistance Program to provide financial assistance to St. Cloud Utility Customers in financial hardship.

If you have a past due St. Cloud Utility bill and meet the eligibility requirements you may receive assistance up to \$200.

Funds are only used for payment of utility bill, no funds are given directly to applicants



To Apply For Assistance
go to www.osceolagenerations.org/services/covid19-emergency-utility-assistance/

You qualify for assistance if:

- You have an active account with St. Cloud Utilities
- Your Household is at or below 200% of the Federal Poverty level (see chart)
- You have not received assistance under the program within two years
- In the event of limited resources priority is given to families with children 5 and younger, persons over the age of 60 and/ or anyone receiving disability.

Poverty Income Guidelines (200%)

Family Size

1 Person	\$2,127 monthly
2 Persons	\$2,873 monthly
3 Persons	\$3,620 monthly
4 Persons	\$4,367 monthly
5 Persons	\$5,113 monthly
6 Persons	\$5,860 monthly
7 Persons	\$6,607 monthly
8 Persons	\$7,353 monthly

Numbers reflect Gross Income

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Applicants have the responsibility to provide requested information and verification needed for eligibility determination. The Osceola Council on Aging has the responsibility of securing proof of the accuracy of information given by the household by obtaining more information from another source.

Client eligibility factors require documentations as follows:

1. Proof of St. Cloud Utility service area residency;
2. Living address of the household;
3. Completed St. Cloud UAP application;
4. St. Cloud Utility bill in the name of the applicant. If the name on the bill is different than that of the applicant, the applicant must be on the account to receive assistance;
5. Names, birth certificates and Social Security cards for all persons living in the household
6. Driver's License or State of Florida I.D.; for all household members over the age of eighteen (18).
7. Proof that household is at or below 200% of the federal poverty guidelines
8. Proof of unearned income (benefit check or award letter) for all persons in the household. Examples of unearned income include social security benefits (SSA or OASDI), veteran benefits (VA), child support, alimony, SSI and TANF, Food Stamps, workmen compensation, Unemployment compensation, retirement or pension benefits and assistance from other agencies;
9. Proof of income for all household members over the age of eighteen (18).
10. Mailing address;
11. Telephone number where applicant can be reached;
12. Number of disabled persons;
13. Verifiable crisis. Crisis is defined as households is at risk of being disconnected or has been disconnected for service. A copy of cut-off notice from the service provider or statement from a representative of the service provider must be provided.
14. Household management explanation. If household management is not evident, a statement from a friend and/or family member who is providing support will be required.
15. Applicants may be awarded up to but not over \$200.00 in St. Cloud Utility Assistance Funds. If the applicant's bill is over the maximum award amount, proof of payment of said amount must be paid before award is given. Funds are only used for payment of St. Cloud utility bills, no funds will be given directly to applicants.