



# CITY OF FLINT DEPARTMENT OF FINANCE




## Having trouble paying your water bill? There is help.

### Assistance available for Flint residents:



The programs assisting Flint residents facing difficult times keeping up with monthly bills involve the Michigan Department of Health & Human Services, the United Way of Genesee County, the Salvation Army, and the Genesee County GCCARD program. Potential beneficiaries seeking to benefit from the program to provide financial assistance to those struggling to pay the current month's water bill plus 10% of the previous balance need to follow steps to get assistance. The program requirements for customers are that:

a) The account has received a Water Shut off Notice – you are now on the shut-off list (the Flint “Amount Due” letters mailed started the process). Immediately after receiving a Water Shut off Notice for the water bill “Amount Due” payment you cannot make, you need to seek assistance (MI DHHS, family members, etc.).

b) Customers can go to [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges) and click on  or log into their account to apply online. The MI Department of Health and Human Services (DHHS) case workers will review the matter. Indicate to the case worker that you need a case number so you can call the Flint Customer Service Center and provide the staff the case number and temporarily suspend the shut off (DHHS will work to provide a response in 10 days - a decision letter will either provide assistance or not).

c) If the decision letter indicates that assistance is not available, the customer needs to obtain proof of income (their most recent income tax return, social security deposit information, etc.) and seek help from the Salvation Army or the Genesee County GCCARD program.

d) The customer may contact the Salvation Army to schedule an appointment via phone at 810-232-2196 (the earlier the call is made after 9:00 am, the better) to visit their facility at 211 W. Kearsley St.

e) The customer may contact the Genesee County GCCARD Program at 810-244-8557. The assistance program for low income customers will pay a matching payment for a customer's account up to \$350.

Staff at the Salvation Army and the GCCARD program perform a financial eligibility evaluation to determine if and how much assistance is warranted. If approved, the individual is notified and given information as to the amount of assistance; if not approved, individuals are given an explanation as to why.

#### **MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**GENESEE COUNTY UNION DISTRICT** 125 East Union Street Flint, MI 48502 – 7<sup>th</sup> Floor (810) 760-7300 (810) 760-2934 TDD/TTY

**GENESEE COUNTY CLIO ROAD DISTRICT** 4809 Clio Road Flint, MI 48504 (810) 787-7101

**THE SALVATION ARMY - FLINT CORPS** 211 West Kearsley Street Flint, MI 48502 (810) 232-2196



## CITY OF FLINT DEPARTMENT OF FINANCE

Most current Federal Poverty Guidelines. (Provide W2 or income tax statement)

<b>2016 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND D.C.</b>	
<b>Person in Family/Household</b>	<b>Poverty Guidelines</b>
1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890

<b>Table for 150% of Federal Poverty Guidelines (Provide W2 or income tax statement)</b>	
<b>150% of Poverty Guidelines</b>	
<b>Person in Family/Household</b>	<b>150% of Poverty Guidelines</b>
1	\$ 17,820.00
2	\$ 24,030.00
3	\$ 30,240.00
4	\$ 36,450.00
5	\$ 42,660.00
6	\$ 48,870.00
7	\$ 55,095.00
8	\$ 61,335.00