



This year has been a challenge for everyone around the world as the COVID-19 pandemic disrupted our ways of life and the communities around us. What was once familiar is now strange: stopping to chat with an acquaintance at the grocery store; getting together for social events; working in close quarters. We've been

forced apart for the greater good and for the safety of our communities.

It's important to remember that our communities still exist. Some have even strengthened through the pandemic, with many people finding ways to help others weather the storm safely.

With employment and living conditions materially affected by the COVID-19 pandemic, the need to help those struggling with energy bills has never been greater. I am proud Manitoba Hydro continues to partner with The Salvation Army to give a helping hand to those who need it.

The Neighbours Helping Neighbours program was started with community in mind. Now, as a time-tested way for Manitoba Hydro to make a difference for those who need it most, the program gives Manitobans struggling with energy bills a boost in times of extraordinary personal hardship or crisis like many are living through today.

I look forward to seeing the ways the program helps Manitobans through what is for many their most difficult year yet. As COVID-19 limitations and restrictions continue to lift I am certain the strength of our communities will give renewed life to the Neighbours Helping Neighbours program.

Sincerely,

Jay Grewal
President & CEO
Manitoba Hydro



For over 15 years The Salvation Army and Manitoba Hydro have partnered to assist people in our communities through an energy assistance program. This program provides one-time emergency funding to help families and individuals who are experiencing financial hardship by assisting with

the payment of their energy bill.

The Salvation Army is grateful for the strategic and innovative partnership with Manitoba Hydro and specifically for the Neighbours Helping Neighbours program throughout the province. This truly represents a shared belief in our community as we work together to bring hope where there is hardship, where we are privileged to come alongside others, often in times of peoples greatest need.

Through the ongoing partnership and the funds donated, The Salvation Army has able to assist more than 9,100 Manitoban families which helped keep the lights on and the furnace running, particularly during some very cold and uncertain times in their lives.

Your support of Neighbours Helping Neighbours is making a difference to your fellow Manitobans. I am sure I speak for all who benefit from your generosity when I say Thank You for investing in your community! Your support truly makes a difference in the lives of others.

Sincerely,

Les Marshall
Major
Divisional Commander



Giving
Hope
Today

You can make a difference.

With your support, Neighbours Helping Neighbours:

- assists individuals, families, and seniors in crisis;
- strengthens families and our community; and
- helps people to learn new life skills to make positive changes.

The Board and staff of Neighbours Helping Neighbours look forward to their continued role helping people manage emergency situations. Without your generous donations, this program would not be possible. On behalf of all the people you helped regain their self reliance last year, thank you.

Vision

Strengthening our communities by empowering and guiding individuals towards independence.

Highlights

To date, more than 9,225 families have been helped by the program. Most referrals come from Manitoba Hydro staff assisting customers with bill payment concerns.

In 2020–2021, more than 177 referrals were provided to additional community programs. Through Neighbours Helping Neighbours, The Salvation Army can access a significant number of community members that they may not normally reach. Connecting these individuals to community support services helps address underlying factors that affect their household.

To date, Neighbours Helping Neighbours has assisted more than **9,225 families** and individuals in need of support.

I needed help with my bill at the beginning of 2021 and didn't know where to turn. A Manitoba Hydro employee then suggested the Neighbours Helping Neighbours (NHN) program to me which I did not know anything about. The process with the NHN office was very efficient, I ended up emailing the documents over to them and within 1–2 hours I received a call from their office. It was a very simple process to follow and I am very glad I was informed of it. I am thankful for the support.

Sincerely
Chris

Who the program helps

In every community, there are individuals, families, and seniors trying to make ends meet who experience problems beyond their control. When personal hardship happens, it can cause a financial emergency. Neighbours Helping Neighbours assists people who need support.

Individuals with lower incomes typically spend a higher proportion of their income on their natural gas and electricity bills. These families also often rent homes that have little insulation, older appliances, and inefficient heating systems – factors that can cause a greater impact on their energy bills.

Through Neighbours Helping Neighbours, these families are provided with referrals to help them manage through a crisis. One-time emergency funding to assist with energy bills may be provided.

Program management

The Salvation Army manages the program and meets with individuals and families who are seeking assistance and is responsible for determining the level of assistance to be granted.

Community council

Neighbours Helping Neighbours was developed by a community council that oversees the program. The group is made up of individuals representing a number of community-minded organizations.

- Dale Harik, North End Community Renewal Corporation
- Joe Sedlar, Community Ministries Worker, Neighbours Helping Neighbours Program
- Colleen Galbraith, Manager, Credit & Recovery Manitoba Hydro
- Tonya Beveridge, Winnipeg Regional Health Authority
- Major Les Marshall, Divisional Commander, The Salvation Army, DHQ
- Captain Bethany Dueck, Ministry Director The Salvation Army, Weetamah
- Lieutenant Brian Dueck, Ministry Director The Salvation Army, Weetamah

Access to community and government programs.

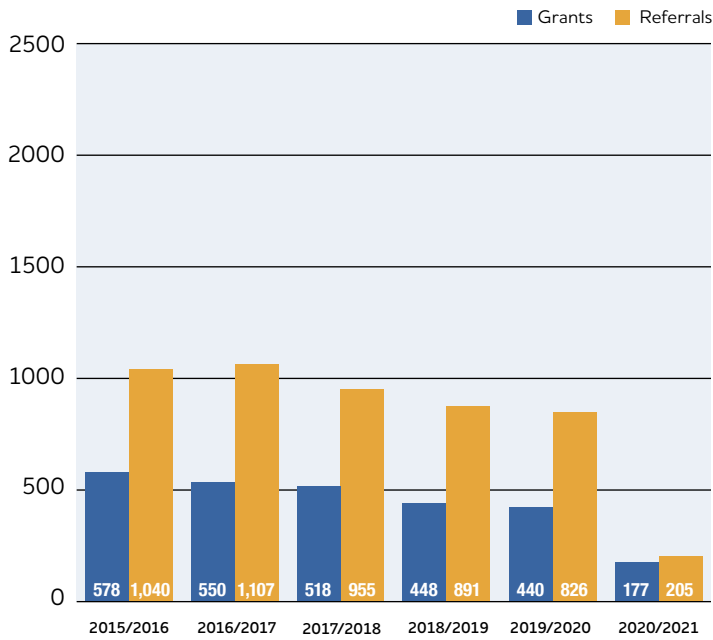
Programs:

- 55 Plus (income supplement for Manitobans)
- Affordable Energy Program
- Community Financial Counseling Services
- Community Food Banks
- Community Resources (rent assistance, housing renovations, clothing, and furniture)
- Disability Issues
- Employment Programs
- Energy Efficiency Programs
- Health Care Facilities
- Individual Counseling (addictions, abuse, grief, support groups)
- Manitoba Child Benefit
- Manitoba Shelter Benefit for Renters
- Opportunities for Employment
- Repair Conversions
- Social Assistance
- STAT 55 Plus (school tax assistance for tenants 55 years and over)
- Various job sites, websites, etc.

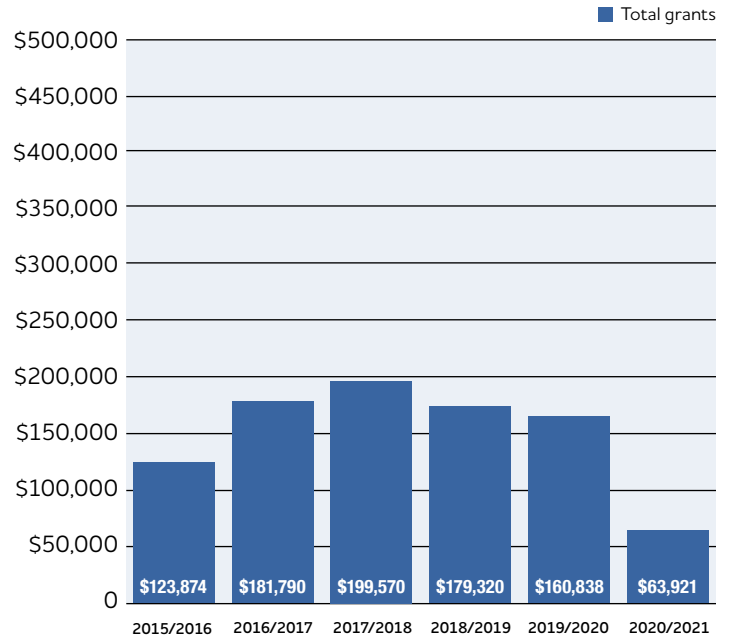
Referral agencies:

- Age & Opportunity Inc.
- Community Food Centres Canada
- Canadian Pension Plan Disability
- Child Related Income Support Program
- Community Financial Counseling Services
- Dental Assistance
- Employment and Income Assistance
- Fort Garry Women's Resource Centre
- Healthy Living Services
- Hands of Hope Inc.
- Housing Referrals
- Clinic
- North End Women's Resource Centre
- Pharmacy and Prescription Drugs
- Rent Assist
- The Salvation Army Weetamah Community Services
- SEED Winnipeg Inc.
- The Men's Resource Centre of Manitoba
- Toy Mountain
- Vision Care
- Harvest Manitoba

Grants and referrals provided



Total assistance grants



Statement of activities

Year ended March 31, 2021

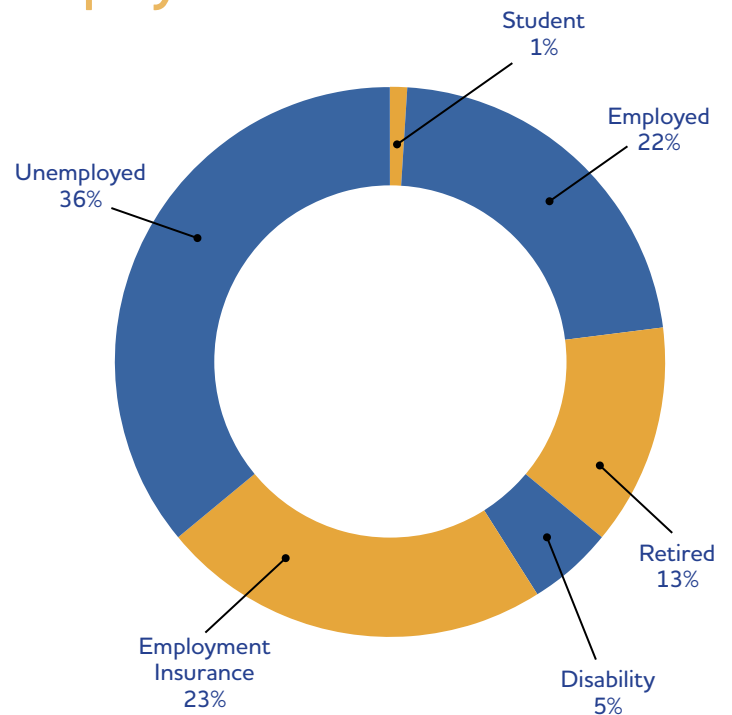
Income

Prior Year Surplus (deficit) brought forward (restated)	\$ (41,517)
Customer and Manitoba Hydro donations	\$ 72,136
Administration Grants	\$ 71,009
Other	
Total Income	\$ 95,628

Expenses

Support services	\$ 59,477
General operations	\$ 8,427
Headquarters supervision	\$ 8,459
Equipment, furniture, and property	\$ 7,500
Assistance grants	\$ 63,921
Total Expenses	\$ 147,784
Surplus (deficit) to be carried forward	(52,156)

Employment status



You can make a difference.

Neighbours Helping Neighbours

c/o The Salvation Army
Winnipeg, Manitoba
204-949-2106

Available in accessible formats upon request.

hydro.mb.ca/neighbours