

Neighbours Helping Neighbours Application Form

Completing the application

- Review the Terms and Conditions on Page 3 including eligibility requirements.
- Incomplete applications will not be processed.
- Proof of income documentation is required to accompany the application (details in Step 2)
- You may be contacted by email about your application status.

STEP 1 – Applicant information

Household Member with Manitoba Hydro account in their name.

First Name: _____ Last Name: _____

Address: _____

City: _____ Postal Code: _____

Phone No.: _____ Email Address: _____

Manitoba Hydro Account Number: _____

STEP 2 – Household members/income

List all people (adults) who live in the home.

Number of Adults (over 18 years of age) _____

Name (Adults)	DOB (MM/DD/YYYY)	Income Type (see below)	Monthly Net Income (after taxes)

Number of **Children** (under 18 years old) _____

Income Types: Employment (wages), Employment Income Assistance (EIA), Employment Insurance (EI), Canada Pension Plan (CPP), Old-Age Security (OAS), Guaranteed Income Supplement (GIS), Worker's Compensation, Child Support, Child tax benefit.

Proof of Income: Bank statements or paystubs that show income for the prior 1 to 2 months, or Income tax return, or Tax Notice of Assessment or EIA Budget letter.

STEP 3 – Additional information (please check applicable box)

Home Status: Own Rent

Type of Residence: Single detached Townhouse Duplex Apartment
 Condo Mobile home Other

Family Status: Married/Common Law Single Divorced/Separated
 Widowed Single Parent

Employment Status: Employed Disability Unemployed EI
 Student Pension EIA Other

Do you identify as an Indigenous person - First Nation, Métis, or Inuk (Inuit)?

Yes No Prefer not to say.

STEP 4 – Confirmation

- Confirm proof of income (See Step 2) has been provided for all adults in the household.
- Confirm you meet the eligibility requirements outlined in the Terms & Conditions (See Page 3)

STEP 5 – Consent/Declaration

I am the Manitoba Hydro customer for the account listed in Application Information of this application. By signing below, I declare that:

I have read, understand, and agree to the Terms and Conditions.

The information I have provided in this application is true, correct, and complete to the best of my knowledge.

I have obtained the consent of the members of my household to provide their personal information.

I understand that applying does not guarantee payment of grand funds.

I understand that the NHN grant (if approved) may not cover my overdue balance, and I agree to make a payment arrangement with Manitoba Hydro for the remaining balance. Failure to make (or sustain) a payment arrangement may result in utility services being disconnected.

I agree to be contacted by Efficiency Manitoba regarding their energy savings programs.

Signature: _____ Date: _____

STEP 6 – Submit the application

Email the completed application along with proof of income to NHN@hydro.mb.ca or mail to:

Manitoba Hydro
Neighbours Helping Neighbours
360 Portage Ave, 14th Floor
Winnipeg, MB R3C 0G8

IMPORTANT NOTE

- If mailing the application, do not send original copies.
- For security purposes, cover your SIN on the documents when submitting income verification documents.
- Manitoba Hydro cannot guarantee the security of your personal information if you choose to submit by email.

Terms & conditions

1. To be eligible for the Neighbours Helping Neighbours (NHN) grant, the applicant must meet the following criteria:

- Be a Manitoba Hydro (MH) customer and live in Manitoba.
- Have MH outstanding balance that is in 60 days arrears or greater (“Overdue”)
- Use the address as the primary residence (seasonal properties are not eligible)
- Have not received a NHN grant during the past 24 months.
- Have total household income (after taxes) that meets or falls below the limits in the table below:

Number of people in the household	Total household income (after tax)
One person	\$32,386
Two people	\$39,416
Three people	\$49,081
Four people	\$61,233
Five people	\$69,726
Six people	\$77,328
Seven or more people	\$84,930

2. MH may, in its sole discretion, at any time, verify and audit the accuracy and completeness of any and all information provided in this application, and may refuse or deny an application which it determines, in its sole discretion, is incomplete, inaccurate or otherwise does not meet the NHN grant criteria.
3. MH, without liability of any kind and in its sole discretion, decides the amount of the NHN grant an applicant may receive. The amount of the NHN grant will be credited against the applicant’s outstanding balance up to a maximum amount of \$400 for a non-electrically heated residence or a maximum amount of \$500 for an electrically heated residence (“Maximum Amount”).
4. Providing false, misleading, or inaccurate information that affects the applicant’s eligibility for the NHN grant, may result in the denial or reversal of the NHN grant.
5. The personal information contained in this form is collected under the authority of section 36(1)(b) of The Freedom of Information and Protection of Privacy Act (FIPPA) (information relates directly to and is necessary for a MH program, service or activity). The personal information collected in this form as well as the applicant’s billing history data shall be used for the purposes of deciding the applicant’s eligibility for a NHN grant and administering the NHN program, including for program evaluation purposes and will only be disclosed to third parties if required for that purpose or as authorized or required by law. Personal information collected and used in this form will be protected and administered in compliance with FIPPA. If you have any questions about the collection, use or disclosure of your personal information, please contact nhn@hydro.mb.ca
6. MH may, in its sole discretion, at any time, modify any terms or conditions or any of its eligibility requirements for the NHN grant.