

Special Assistance Program – Water / Wastewater

The intention of this program is to assist residential property owners on a fixed income that experience difficulties with payment of their water/wastewater bill. It is recognized that there are many hardship cases in the community and this program is aimed at offering assistance to those customers who meet the established criteria.

How it works:

The Hope Centre will provide a copy of the "Application for Utilities form" accompanied with the "Niagara Region Community Services Emergency Energy Fund Application" to the applicant. Every applicant is asked to complete these forms and once completed, an extensive review of all the details on the application is performed by The Hope Centre.

Upon approval of the application by The Hope Centre, the City will apply the approved payment to the customer's Water/Wastewater bill.

Who to contact:

To apply for the Special Assistance Program, visit or call:

The Hope Centre

570 King St,

Welland, ON

L3B 3L3

(905)788-0744 ext. 221

www.thehopecentre.net