

FREQUENTLY ASKED QUESTIONS



CITY OF FAIRBURN UTILITIES — ASSISTANCE PROGRAM —

***LIMITED* ONE-TIME UTILITY ASSISTANCE PROGRAM**
DON'T MISS YOUR CHANCE TO PARTICIPATE AND APPLY FOR UTILITY ASSISTANCE.
SERVICE DISCONNECTIONS WILL BE SUSPENDED, TEMPORARILY, DURING THE PROGRAM.

WHAT IS THE CITY OF FAIRBURN "UTILITIES ASSISTANCE PROGRAM"?

The Program is designed to assist residents who reside in the City of Fairburn and are in arrears within the past 30-60 days on their utility bill. The program was created to distribute funds, that were designated from the American Rescue Plan, to assist families that are delinquent on their utility bills.

HOW CAN THE CITY OF FAIRBURN UTILITIES ASSISTANCE PROGRAM HELP ME?

The program can help to pay your arrears utility bill or a portion of your bill depending on eligibility and need.

WHAT ARE THE REQUIREMENTS TO BE ELIGIBLE?

- Current Fairburn Utilities Bill (Dated within the past 30-60 days)
- Account status (MUST be an ACTIVE "residential" account),
- Proof of Identity (Driver's license, Government-issued photo identification, U.S. Military photo ID, Tribal photo ID. Passport or passport card)
- Proof of City of Fairburn, GA Residency (**MUST** live with the City limits of Fairburn)

HOW LONG WILL IT TAKE TO GET MY BENEFITS IF I AM ELIGIBLE?

Within 7-10 business days, depending on the submission date, eligibility, and accuracy of submitted required documentation, including the application.

CAN I APPLY FOR OTHER UTILITY ASSISTANCE PROGRAMS IF I AM APPROVED FOR THIS PROGRAM?

Yes, applying to other programs is welcomed. This program is being offered from the City of Fairburn; therefore, it is not associated with other agencies.

HOW MUCH ASSISTANCE WILL I QUALIFY FOR?

- Eligible customers that are 65 years or older may qualify for up to \$350 towards their past due bill.
- Disabled veterans may qualify for up to \$350 towards their past due bill.
- All other eligible customers may qualify for up to \$250 towards their past due bill.



STARTING 5PM, AUGUST 29TH VISIT [HTTPS://GMEN.ORG/FAIRBURN-UTILITIES](https://gmen.org/fairburn-utilities) OR SCAN THE QR CODE TO APPLY!

FREQUENTLY ASKED QUESTIONS

CAN I QUALIFY FOR THIS PROGRAM IF I PLAN TO MOVE SOON, BUT MY ACCOUNT IS DELINQUENT?

Yes, if the account is active when the application is submitted, the applicant's information will be reviewed accordingly.

ARE THERE ANY INCOME GUIDELINES FOR APPROVAL?

No, this program does not require any income reporting.

ARE BUSINESSES ELIGIBLE FOR THIS PROGRAM?

No, this program is for "residential" customers ONLY.

IS THERE A BALANCE REQUIREMENT OR LIMIT REQUIRED TO APPLY FOR THIS PROGRAM?

No, there is no balance requirement or limit required to apply for this program. However, the account must have a delinquent balance.

IF I AM APPROVED FOR THESE FUNDS, WILL I HAVE TO BRING MY ACCOUNT CURRENT? IF SO, HOW LONG DO I HAVE TO PAY MY BALANCE OFF BEFORE MY SERVICES ARE DISCONNECTED?

Once this program is completed, customers are required to bring their accounts "current" within 30 days of their approval payment date.

WILL I QUALIFY FOR THIS PROGRAM IF I AM ALREADY ON A PAYMENT PLAN OR AN ARRANGEMENT?

Yes, an active payment plan will not disqualify applicants from receiving approvals.

WHAT IF MY BILL IS CURRENT, BUT I STILL NEED ASSISTANCE, WILL I QUALIFY FOR THIS PROGRAM?

Unfortunately, this program is for "delinquent customers" ONLY. If your account is current, you will not be eligible for the program.

CAN I USE THE UTILITY ASSISTANCE FUNDS FOR A UTILITY DEPOSIT?

No, funds for this program will be used towards utility balances ONLY. All deposits must be paid separately.

WILL I NEED TO PROVIDE A SOCIAL SECURITY NUMBER TO BE ELIGIBLE FOR THE UTILITY ASSISTANCE PROGRAM?

No, the only information that is required is proof of residency (Utility Bill), proof of identification and a completed application with consent.

WHAT IF MY UTILITY BILL THAT I PAY IS IN SOMEONE ELSE'S NAME, HOW DO I PROVIDE PROOF THAT I PAY THE BILL?

In the case that we encounter those situations, the caretaker/family member/etc. can present the following: 1) written consent from the account holder OR 2) provide proof of "power of attorney" or any other legal documents that shows consent of decision making on the customer's behalf.



FREQUENTLY ASKED QUESTIONS

CAN I COMPLETE THE UTILITY ASSISTANCE APPLICATION ONLINE?

Yes, visit www.gmen.org/fairburn-utilities

IF I AM A DISABLED VETERAN, WHAT DOCUMENTATION DO I NEED TO PRESENT TO BE ELIGIBLE FOR THE PROGRAM?

- Current Fairburn Utilities Bill (Dated within the past 30-60 days)
- Proof of Identity (Driver's license, Government-issued photo identification, U.S. Military photo ID, Tribal photo ID. Passport or passport card)
- Utility account must be delinquent with a past due balance
- Letter from the Department of Veteran Affairs which states disability status
- Proof of City of Fairburn, GA Residency (**MUST** live with the City limits of Fairburn)

CAN I COMPLETE A UTILITY ASSISTANCE APPLICATION IN PERSON?

In person applications for eligible residents can be submitted at the Fairburn City Hall 56 Malone Street SW, Fairburn, GA 30213 on:

- Monday, August 28th, from 9:00 AM - 1:00 PM & 3:00 PM - 6:00 PM
- Tuesday, August 29th, from 9:00am - 3:00 pm

WHO CAN GO TO THE IN-PERSON SESSIONS?

Seniors (65 and older) and those who need assistance with their application can attend.

WHAT DO I NEED TO BRING TO THE APPOINTMENT?

- Current Fairburn Utilities Bill (Dated within the past 30-60 days)
- Proof that your Account is Delinquent
- Proof of Identity (Driver's license, Government-issued photo identification,, U.S. Military photo ID, Tribal photo ID. Passport or passport card)
- Proof of City of Fairburn, GA Residency

IS THERE SPECIAL CONSIDERATION FOR SENIOR CITIZENS?

Yes. Seniors can receive first priority depending on eligibility.

WHICH UTILITIES ARE ELIGIBLE FOR UTILITY ASSISTANCE?

Water, Sewage, Electricity & Sanitation (based upon services billed to your City of Fairburn utility account)

HOW WILL I KNOW IF I AM ELIGIBLE?

Once your application has been reviewed by the program, you will receive notification by email of intended payment to Fairburn, GA Utilities or notice of ineligibility.

WHAT CAN I DO IF I SPEAK A LANGUAGE OTHER THAN ENGLISH?

The online application will provide a language choice selection; An Interpreter will be available during the in-person events.

IS THERE A CITIZENSHIP REQUIREMENT?

No, the only information that is required is proof of residency (Utility Bill), proof of identification and a completed application with consent.

WHO DO I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

For additional questions, please visit the GMEN City of Fairburn, GA website at: <https://gmen.org/fairburn-utilities>

STARTING 5PM, AUGUST 29TH VISIT [HTTPS://GMEN.ORG/FAIRBURN-UTILITIES](https://gmen.org/fairburn-utilities) OR SCAN THE QR CODE TO APPLY!

