



## Frequently Asked Questions

### **How do I apply?**

Interested applicants must fill out an application and produce supporting documentation. You can apply **online** at [wakegov.com/WakeHELPS](http://wakegov.com/WakeHELPS) or request an application **by phone** at 919-212-0476 or **in person** at Swinburne Building, 220 Swinburne St., Raleigh or Eastern Regional Center, 1002 Dogwood Drive, Zebulon.

### **How will I know if my application was approved?**

Wake County staff email you when your application has been approved or denied. If you do not provide an email address, notification will be sent in the mail.

### **How long will it take for payment to go through?**

It may take up to 30 days to process payments. Payments will be made directly to your utility provider. Once your application is approved, you will need to inform your utility provider that Wake County will be paying all or a portion of your bill. Please note, the maximum amount of relief per applicant is \$500. It is entirely up to applicants to ensure the utility company updates their account balance. Applicants are responsible for any overages.

### **What time periods for bills does WakeHELPS cover?**

Eligible utility bills must have service dates from March 1, 2020, to Dec. 30, 2020.

### **How many times can I apply for assistance? Can my spouse and I each apply separately?**

Each household can apply once, and the maximum amount of funding is \$500.

### **I already got help paying my bills through another program. Am I still eligible for WakeHELPS?**

Maybe. WakeHELPS cannot cover bills already being paid or reimbursed through another program. However, applicants may qualify for multiple programs, as long as they cover utility bills from different periods of service without any overlap. Applicants must disclose up front if they've applied for other relief programs.

### **Can I submit this month's bill for payment through WakeHELPS?**

No. Only bills with a past-due balance are eligible for reimbursement.

### **My application was approved, but the utility company still sent me a bill. What should I do?**

Once your application is approved, you will need to inform your utility provider that Wake County will be paying your bill. It is up to residents to ensure the utility company updates their account balances.

### **I have another question. Where can I find answers?**

Please call 919-212-0476.