

## Please Read All Requirement Below

To be seen for **Utility Assistance**, you must **bring all of the following**:

- Entire Current Metered Utility Bill (last three months)
- Final notice (this is in addition to the monthly bill stating you are subject to disconnection)
- Valid Identification
- Social Security Cards or Birth Certificates for the household
- Proof of Financial Hardship - Documentation showing why you are having difficulty paying your bill this month (not a handwritten letter)- please see examples below
- Proof of Income, if applicable
- One-hour financial class- must provide certificate or email showing completion (please see financial sheet on back for instructions)

Once all the documents are provided, you will be seen by a Prevention Specialist to see how we can assist. **We are only able to assist with a small portion of the utility bill. You will be required to pay the remaining balance and provide a receipt, prior to us assisting with our portion.** Once all documents and receipts are provided, your application will be submitted for review. We are only able to assist once in a twelve-month period.

### Examples of Proof of Financial Hardship

- Recent loss of employment (within 60 days -Documentation from employer)
- Recently was hired at a new job (Documentation from employer)
- Reduction in hours at work (provide paystubs showing the reduction)
- Temporarily out of work due to medical reasons (Documentation from your health care provider)
- Receiving Social Security benefits (Social Security Award Letter)
- Unexpected expense that occurred such as a car repair or medical expense (Provide receipt of payment)
- Receiving unemployment benefits

### Other Resources

[Myfloridamyfamily.com](http://Myfloridamyfamily.com)

[Findhelp.org](http://Findhelp.org)

## Financial Class Instructions

To process your request for Financial Assistance as quickly and efficiently as possible complete the required Financial Education class prior to your appointment. There are a couple of ways to meet this requirement.

1. In person classes are held three times a month at the Family Support Center (FSC), 2301 N Tampa St. Scan QR code below for dates and times and to register on FSC Eventbrite page. You will receive a certificate at the end of the class.
2. Regions Banks offers virtual webinars at various days and times. Scan QR code to access webinar registration page. See tips below.

### Tips for registering and completing:

**You need to pre-register for the class.** Scroll down the page till you see the webinars that are available to attend. **The classes you can select from are Fraud Alert: Protecting Yourself from Scams, Saving for Retirement, Your Road to Home Ownership, Smart Money Habits, Maximize Your Personal Wealth, Your Credit Report, and Simplify Your Baking with Digital Tools.** There **will be dates and times for each webinar topic.** Select the date to register. Be sure you select a webinar and not a video (watch now).

Class times are CST, Florida's time, EST is an hour later therefore if the class says it starts at 10:00 AM it will start at 11:00 AM for you.

Choose a webinar of your choice, hit continue and complete the registration. In the field that requires company or agency information type Metropolitan Ministries.

You should receive an email confirmation and a link to join the class.

After you attend the class, you will be able to fill in and print a certificate of attendance (located in the resources button). You will receive a "Thank you for attending email" from Regions Bank after you attend the virtual class. The certificate or the email will be accepted as verification of class attendance.

<https://www.regions.com/next-step/next-step-webinars>

### Scan QR Code for In-Person Class



### Scan QR Code for Regions Virtual Class

