

Urgent Social Development Updates

- ***Deductions that are still outstanding will be reflected on your next SA cheque***
- Appointments need to be made with Social Development when you are bringing in hydro disconnection notices. Please don't drop off and assume we know what to do with your bill. Repayment agreements need to be discussed. *We need to determine if you are entitled to a repayment agreement.*
- Social development only has a responsibility to pay up to the maximum equal installment amount on all hydro bills. This will depend on what your rental amounts are and whether you are entitled to this based on your family unit size and shelter allowance. ***We encourage all SA clients to talk to BC hydro about getting on equal installments to better manage your account.***
- Please talk to BC hydro about getting tax exemption on your hydro bills. For this you need a photo copy of your status card and to complete a tax exemption form signed by you and then faxed to BC hydro.
- Cheques are processed on Tuesday and Thursday only. Please keep this in mind.
- ***All new applications will be processed once all the required documentation is received.***
- Those clients with outstanding documentation for your SA files (eg.id for kids or spouse, hydro bills, 2014 taxes) please get this in ASAP to avoid interruption of service.
- **PLEASE NOTE:** the Social Development Department will be looking at scheduling drop in days in the very near future for all SA matters to be dealt with.