

City of
Robertsdale

**NEIGHBORS
HELPING
NEIGHBORS**
utility
assistance
program



Neighbors Helping Neighbors



City of Robertsdale

P. O. Box 429
Robertsdale, AL
36567

Phone: 251-947-8900
Fax: 251-947-2619
E-mail: utilitybilling@robertsdale.org

OPT OUT FORM

If you wish to participate in the Neighbors Helping Neighbors program, do nothing. You will be automatically included. If you DO NOT want to participate in NEIGHBORS HELPING NEIGHBORS and would like your name removed, please complete this form and return it to Robertsdale City Hall.

Your Account Number, exactly as it appears on your utility bill: _____

Your name as it appears on your bill: _____

Your address as it appears on your bill: _____

NEIGHBORS HELPING NEIGHBORS utility assistance program

Please take a few moments to read the information about the NEIGHBORS HELPING NEIGHBORS utility assistance program. Neighbors Helping Neighbors is local dollars meeting local needs in the local community. Robertsdale Utility department is just providing a channel for you, the customers, to collectively help others in your own neighborhood. Unless you choose not to participate, the City of Robertsdale will automatically round each participating customer's utility bill up to the next dollar. For example, a bill of \$84.38 would be rounded up to \$85.00. Individually, this is pretty small change; **on average, customers will contribute about fifty cents per month** or six dollars annually to the program.

The extra cents from each participating customer's bill will be placed in a separate general ledger account to be used to provide financial assistance to qualifying Robertsdale Utility customers. A local 501(c)(3) not-for-profit organization will be responsible for determining the eligibility status of customers seeking assistance. The non-profit organization would provide a voucher to the City Utility Billing Department for the amount of assistance granted. The amount of assistance would then be applied to the customer's utility account via an internal transfer.



The City of Robertsdale nor its' employees will be participating in the screening, determination, or selection of customers receiving financial assistance.

Voluntary Participation

All Robertsdale utility customers will be enrolled in NEIGHBORS HELPING NEIGHBORS unless they choose not to participate. Participation is strictly voluntary and you can request to be removed from the program at any time. To OPT OUT of the program simply complete the form included in this brochure and return it to Robertsdale City Hall.

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