

Home Energy Assistance Program

Frequently asked questions (FAQs)

Eligibility requirements for the program:

- You must have filed a New Brunswick personal income tax return in 2018.
- In 2018 your total family income must have been \$30,000 or less.
- You must be a New Brunswick resident.
- Maintain a principal place of residence that is a self-contained domestic establishment (see question # 2).

In addition:

- Only one benefit per household (address) will be provided.
- If, in 2018, your total family income was greater than \$30,000 but it will be \$30,000 or less for 2019, you may be eligible.
- Information provided on the applications will be subject to audit.

1. Who is eligible to apply for this benefit?

If you lived in New Brunswick as of December 31, 2018, and had a total family income of \$30,000 or less in 2018, you may be eligible.

2. What is a “self-contained domestic establishment”?

It can either be a house, an apartment, or a living unit with its own access that contains a kitchen, bathroom and sleeping facilities.

3. Do residents of manors, special care homes and community residences qualify for this benefit?

No, these types of residences are not typically self-contained establishments. See question # 2.

4. How much will my benefit be if I am eligible?

The benefit amount is \$100.

5. How can I apply?

As of January 2, 2020, application forms for the benefit will be available at all Service New Brunswick centres, online at www.snb.ca or www.qnb.ca/Finance, or by calling Finance and Treasury Board at: 1-800-669-7070.

6. Can I apply online?

You will find an application form online at www.snb.ca or www.gnb.ca (keyword: Finance) which can be printed and mailed to:

Finance and Treasury Board
Revenue Administration Division
P.O. Box 3000,
Fredericton, N.B.
E3B 5H1

You can also drop off your completed application at the nearest Service New Brunswick centre.

7. What is the deadline to apply?

June 30, 2020.

8. How long will it take to get my benefit?

Please allow 2-4 weeks for processing from the date the application is received by Finance and Treasury Board provided the application form is signed and complete.

9. Must I have filed a 2018 New Brunswick income tax return?

Yes. You must have been a resident of New Brunswick on Dec. 31, 2018, and filed a 2018 New Brunswick personal income tax return.

10. What is total family income?

Total *family* income is your total yearly income plus your spouse or common-law partner's total yearly income, if applicable.

Your total *family* income can be calculated by adding the amount found on line 150 (less elected split-pension amount from line 116) or your 2018 income tax return with the amount found on line 150 (less elected split-pension amount from line 116) of your spouse or common-law partner's 2018 income tax return, if applicable. To be eligible, the total family income must be \$30,000 or less.

If you do not have any amount on line 116 of your Income Tax return, please use the amount from line 150 only.

11. My financial situation changed last year, and my income is a lot less in 2019 than it was in 2018. Will I be eligible?

In special circumstances, where your total family income in 2018 was over \$30,000, but will be \$30,000 or less for 2019, you may be eligible.

You will be required to declare your 2019 income, and provide reasons for the decrease (loss of job, retirement, etc). You must meet all other eligibility requirements to qualify, and you may be asked to provide proof of income for 2019 after you have filed your 2019 income tax return. Applicants with special circumstances please provide the date of; divorce, separation, loss of employment, retirement or a copy of death certificate where applicable. This will assist in the processing of your application.

Special circumstances apply only if they occurred in 2018, and have an impact on 2019 income.

12. My spouse and I have recently separated, but my income for 2019 is under \$30,000. Am I eligible for the program?

If you and your spouse live in two separate residences, you may be eligible for the program.

13. Besides completing the application form, is there any other documentation required?

Yes. You must provide a copy of your most recent electricity or furnace oil bill (firewood purchase invoices will be accepted in instances where a residence does not have access to electricity.). These bills must be dated after November 1, 2019. In situations regarding the death of a spouse, a copy of death certificate is required.

14. What if my heat and electricity are included in the rent?

Check the "No" box in the HEAP form and indicate the name and telephone number of your landlord or manager/supervisor of the building.

15. What if I am renting and my utilities are not included in the rent and I am paying directly to NB power?

Check the "Yes" box in the HEAP form and include the copy of the most recent bill after 1st November 2018.

16. My spouse or common-law partner is in a nursing home. Am I eligible?

If your spouse or common-law partner lives in a nursing home, and if you meet the other eligibility requirements, you may be eligible. In this case please provide name of the nursing home and date of admission.

17. I live with roommates who are not related to me? Are we eligible?

If you share a residence with roommates, only one of you may receive the benefit.

18. I am a student. Do I qualify for this benefit?

There are no special requirements for students. If you meet the income criteria you should qualify as long as no other occupant of that residence has applied for and received the benefit.

19. Why am I signing a declaration on the application form?

The purpose of the applicant signing the declaration is to allow Finance and Treasury Board to verify with the appropriate organizations the information you have provided. The application will not be considered complete if the declaration is not signed.

20. Can someone else sign for me?

If, for some reason, you are not able to sign on your own, someone may be designated your representative and sign on your behalf. Both you and your representative will be responsible for the information provided. You should be aware that it is an offence to make a false statement.

21. I am a regular monthly social assistance recipient. Am I eligible for this program?

Yes. As long as you are a New Brunswick resident and your family income is \$30,000 or less, you may be eligible.

22. I live in subsidized housing. Am I eligible for this program?

Yes. As long as you are a New Brunswick resident and your family income is \$30,000 or less, you may be eligible.

23. If there is more than one application from a household, how will you determine eligibility?

The first application that qualifies will receive the benefit. Only one benefit per household will be issued. The administrative system will track which households have received a benefit and alert administrators if more than one application has the same address.

24. Will this program replace the Emergency Fuel Benefit Program administered by Social Development?

No. The Emergency Fuel Benefit Program administered by Social Development is intended to help families who are in an emergency situation and are unable to afford the cost of heating. Eligibility is assessed on a case-by-case basis.

25. Where can I call for information?

You may call 1-800-669-7070 for information or to request an application form for the benefit.