

UNABLE TO PAY YOUR BILL?

Can OCCAA help?

1



DON'T WAIT!

The utility assistance process takes a **minimum** of 3 business days. The sooner you contact us with your past due bill and necessary documents, the quicker we can determine your eligibility.

2



Fill Out Our Online Application

Scan the QR code and Click "Apply Now" OR go to our website: miottawa.org/CAA and apply for Utility Assistance. Fill out the Demographic Information for all household members. Click "**Save & Continue**".

3



KEEP GOING!

Check the small box next to the consent statement at the bottom. Then, a green button "**Submit This Step & Continue**" will appear, click to provide information about your bill.

4



Don't Forget Your Documents

On Step 4 of the application, upload your documents directly to our system. Please upload a copy of your photo ID and proof of income for all 18+ household members for the last 30 days.

5



Respond Promptly

Be sure to check your email regularly, as this is our main form of communication. If you don't have an email address, please be sure your voicemail is set up in case you miss our call.

We are no longer able to accommodate walk-ins. All in-office clients must have a completed application and an appointment.



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miottawa.org/CAA