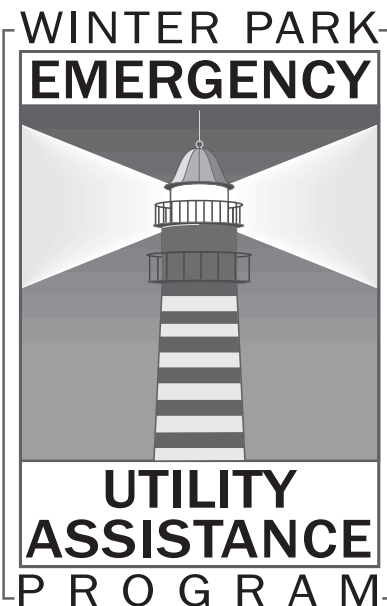


The City of Winter Park realizes that tragedy can strike at anytime. Whether it is a personal or family crisis, city residents can suddenly find themselves at the risk of unpaid bills and losing their utility service among other things. To help city residents through these times of struggle, the city created the "Winter Park Emergency Utility Assistance (EUA) Program," to provide emergency assistance to those in need.



Because emergencies happen unexpectedly and suddenly, this program gives neighbors the chance to help neighbors through donations to the program. All donations are collected by the City of Winter Park and turned over to United Way 2-1-1 for distribution. United Way 2-1-1 is a department of the Heart of Florida United Way, a local, non-profit community assistance agency that has partnered with the city to help customers locate an agency near their home so eligibility and need may be determined.

Donations can be made in three ways...

1. A monthly contribution added to your utility bill
2. A one-time contribution payable to the City of Winter Park Emergency Utility Assistance Program
3. Through your current United Way donation by designating specific funds to the City of Winter Park Emergency Utility Assistance program

If you would like to contribute to the Winter Park EUA Program and help your neighbors in need, enrollment forms can be accessed from the home page of the city's website at cityofwinterpark.org and clicking on the **Online Forms & Resources button**, picked up at **City Hall** located at 401 South Park Avenue, or mailed to you upon request by calling **407-599-3220**.

If you are a Winter Park utility customer who is experiencing a financial emergency and in need of assistance, please call United Way **2-1-1**. A household can receive a maximum benefit of \$300 in a one-year period. This program was created specifically for those customers experiencing a temporary financial hardship as a result of an emergency, not for customers with chronic or long-term financial needs.

For more information about the EUA Program, please contact Utility Billing Customer Service at **407-599-3220** or customer_service@cityofwinterpark.org. If you are a Winter Park utility customer in need of assistance, please call United Way **2-1-1**.

Yes, I would like to contribute to the City of Winter Park Emergency Utility Assistance Program.

I hereby authorize the City of Winter Park to add the pledge amount indicated below to my next monthly bill and continue to do so until the program is discontinued or until I notify them in writing that I no longer wish to participate. I understand that my contributions are 100 percent tax-deductible. *(NOTE: The receipt portion of the bill should be kept for your records.)*

Name _____

Address _____

City, State, ZIP _____

Account # _____

Signature _____

Date _____

Amount of monthly donation
(please check one):

☐ \$1 ☐ \$2 ☐ \$5

☐ Other \$ _____

Please drop this form in the mail to:

City of Winter Park
Emergency Utility Assistance Program
401 South Park Avenue
Winter Park, FL 32789

Thank You for Your Support!