

Hardship Review Process

In extreme circumstances, the City of Gibraltar may issue water/sewer bill relief to residents beyond established payment policies adopted by the Gibraltar City Council. Any and all deviation from established policies will be at the discretion of the Gibraltar City Council. If a resident chooses to request a Hardship Review, the following information must be presented by the applicant:

1. Resident must produce a history of payments over the past five (5) years- this history includes taxes, water, sewer, and any other obligations the resident may have had or currently has with the City.
2. If the cause of the hardship is the result of a burst pipe, substantial plumbing defect (other than leaky toilets), etc. the applicant shall show proof of the plumbing defect which led to higher than average consumption. Proof of plumbing defect can include photos, invoices from plumbers, etc.
3. Applicant must be a resident of the City of Gibraltar
4. Resident must be faced with shut off or pending shut off of their water or sewer service.
5. Applicants must be able to provide evidence of a financial hardship and an inability to pay (through proof of the previous 12 months of income). Evidence must also include proof that household members 18 years of age or older living at the residence have the inability to assist with the payment of the water/sewer bill.
6. Proof of ownership of the residence.
7. Applicant must provide current City of Gibraltar water bill and payment/consumption history over the previous 12 months.

Upon receipt of the above information, review of the application will occur at the next regularly scheduled Gibraltar City Council Meeting. Residents are encouraged to submit an application for hardship relief upon receipt of their water bill. Prompt completion of the application will insure the hardship request is reviewed prior to shutoff for non-payment.