

WakeHELPS Frequently Asked Questions

Do I qualify for WakeHELPS funding?

Applicants must have suffered financially from COVID-19 and be able to submit any unpaid utility bills from March 1, 2020 to present. An applicant must fall in a low-moderate income category as reflected in the 2020 HUD income levels for our region. Use the following table to see if you qualify:

Persons in Family/Household	Maximum Income
1	\$39,540
2	\$45,180
3	\$50,820
4	\$56,460
5	\$61,020
6	\$65,520
7	\$70,020
8	\$74,580

How will I know if my application was approved?

If you apply online, you will receive an email when your application has been either approved or denied. If you submit a paper application, a representative will call you. You should hear within 30 days.

How long will it take for payment to go through?

It may take up to 30 days for payments to process. Once your application is approved, you will need to inform you utility provider that Wake County will be paying part bill. It is up to residents to ensure the utility company updates your account balance.

What time periods for bills does WakeHELPS cover?

Eligible bills can be for service provided from March 1, 2020, to Dec. 30, 2020.

How many times can I apply for assistance? Can my spouse and I each apply separately?

Each household can apply once, and the maximum amount of funding is \$500.

I already got help paying my bills through another program. Am I still eligible for WakeHELPS?

Yes. WakeHELPS was created to support people who need help paying utility bills, regardless of whether they have previously received assistance.

My application was approved, but the utility company still sent me a bill. What should I do?

Once your application is approved, you will need to inform you utility provider that Wake County will be paying your bill. It is up to residents to ensure the utility company updates your account balance.

I have another question. Where can I find answers?

Please call 919-212-0476.