

City of Jacksonville
COVID-19 Utility Relief Program

- Designed to assist individuals and families struggling to meet monthly obligations utility (water, sewer or electric) payments due to wage loss from the COVID-19 crisis
- City will make one-time payments of up to \$200 to approved Applicants for utility payments
- Eligibility criteria include:
 - Must live in Duval County
 - There must be only one card received per household
 - Applicant has not previously received a COVID-19 Mortgage Rent or Utility prepaid card from the City
 - Since February 29, 2020, Applicant shall certify Applicant has experienced a reduction in hours of work or pay reduction by 25% or more as a direct result of the COVID-19 crisis
 - Applicant must attest that Applicant meets all eligibility requirements
 - Applicant must attest that Applicant is receiving the debit card