Senior Home Heating Subsidy Policy Manual

October 2026

Government of
Northwest Territories

K’áhshó got’ı̨ne xədə k’é hederı ɔedı̨htl’é yerınıwę ní dé dúle.
Dene Kədə

ʔerıhtł’ís Dëne Sųłıné yatı t’a huts’elkër xa beyáyatı theɔą ɔat’e, nuwe ts’ën yółtı.
Dëne Sųłıné

Edı gondı dehgáh got’ı̨e zhatıé k’ę́é edatł’éh enahddhę nıde naxets’é edahłí.
Dene Zhatıé

Jii gwandak izhii ginjìk vat’atr’ijąhch’uu zhit yinohthan jì’, diits’àt ginohkhìi.
Dinjii Zhuh Ginjik

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.
Inuvialuktun

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Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.
Inuinnaqtun

kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.
nēhiyawēwin

Tłı̨chǫ yatı k’ę̀è. Dı wegodı newǫ dè, gots’o gonede.
Tłı̨chǫ

Indigenous Languages
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Purpose

The Northwest Territories (NWT) Senior Home Heating Subsidy (SHHS) provides financial assistance to NWT seniors who are 60 years of age or older, resides in and owns their own home or renting a self-contained unit in the NWT.

It is intended to help low to modest income seniors offset the costs of heating their homes/units. Seniors are responsible for costs above the maximum benefit amount.

Service Standards

Senior Home Heating Subsidy program staff guarantee we will:

- Provide courteous, quality service and answer all of your questions;
- Treat you with dignity and respect;
- Protect your personal information and correct your personal information if there has been an error or omission;
- Only use your personal information for the purpose of determining program eligibility; and
- Welcome a friend, family member, or advocate to come to meetings with you.

We will achieve this by:

- Providing a response (verbal or written) to your application within 2 business days of verifying all of your required documents;
    - If approved, we will issue payment within the same timeframe;
- Returning your telephone and/or email message within 2 business days; and
- Assisting you with filing an appeal if you do not agree with a decision.

If at any point you feel the Service Standards have not been met, you may complete the Client Concern Form. This can be submitted online, in person, or via mail.

Definitions

Applicant
A person, or their spouse, who applies for assistance.

Financial income test
Is based on the income of the senior and their spouse not exceeding the income threshold by zone. The financial income test uses Line 23600 of the Notice of Assessment for the previous calendar year.

Notice of Assessment (NOA)
Is a summary of your tax return, issued by the Canada Revenue Agency.

Primary residence
The place which is considered to be the main living location; where the individual spends the majority of their time.

Recreational lease
A recreational lease gives the occupant the exclusive right to use the land for a specified period of time and allows the lessee to make improvements on the land.

Resident
A person lawfully entitled to be, or to remain in Canada, who makes his or her home and is ordinarily present in the NWT, but does not include a tourist, transient or visitor to the NWT.

Residential lease
A residential lease is required for individuals wishing to build a permanent structure and gives the occupant the exclusive right to use the land for a specified period of time and allows the lessee to make improvements on the land.

Self-contained unit
It can either be a house, an apartment, or a living unit with its own access that contains a kitchen, bathroom and sleeping facilities.

Subsidy
A financial benefit provided by the Government to assist with lowering home heating expenses for seniors. It is not intended to cover full home heating expenses.

Subsidy period
The subsidy will be provided on a monthly basis from September 1 to April 30.

Delegation of authority

The Deputy Minister has delegated all decision and policy making authority for the SHHS to the Director, Income Security Programs.

Eligibility

*Revised October 2026

In order to be eligible, applicants must:

- Submit a completed application and provide supporting documentation
- Be 60 years of age or older
- Be a resident of the NWT
- Be residing in the community they are applying in
- Own and occupy the home as their primary residence OR if renting, be the lessee of a self-contained unit where heating costs are not included in the rent
- Meet an approved financial income test
- Substantiate household income by submitting a copy of their Notice of Assessment
- Not be receiving Income Assistance

Note: The income of the spouse must be considered for the purpose of calculating eligibility for the SHHS regardless of their age and whether they are listed on the homeownership documents and/or lease agreements.

When completing the application, the applicant can select to be assessed for Income Assistance for Seniors and Persons with Disabilities, SHHS, or both. Applicants may only be eligible for one program. If an applicant is receiving SHHS, they will not be able to apply for Income Assistance programs until the end of the subsidy period.

The SHHS can be accessed by **only one person** living in the same unit for the same period.

In cases of shared accommodations, where a household member is accessing their portion of fuel benefits under the Income Assistance programs, a senior will also be able to access the subsidy.

For example: Mabel and her grandson, Ben, live together in Fort Smith. Ben receives assistance for his portion of household fuel costs under the Income Assistance program, Mabel is able to receive the SHHS each month during the subsidy period to help with her share of fuel costs.

Changes to benefits

The Department of Education, Culture and Employment (ECE) may discontinue the subsidy if the applicant does not use it for the purpose intended.

The subsidy can continue for a maximum of three months when the senior is temporarily away from their unit. If a senior will be away from their unit for more than three months, they must notify their Client Navigator, who will the seek approval from the Director. Absences may result in an invoice.

When a Senior is deceased, the subsidy will be discontinued effective the month following the date of death.

For example – A senior passes away on October 1, their October payment will be released, but payments will be discontinued for the remainder of the subsidy year, November through April.

Application period

Applications will be accepted any time up until March 15; however, the subsidy is only available during the subsidy period. Applications will not be accepted for prior years.

Zones, subsidy amounts and income thresholds

*Revised October 2026

To be eligible, the applicant's household income must not exceed the income threshold. The community the applicant resides in determines the subsidy amount. The following is the breakdown of zones, income threshold and subsidy amounts:

	Zone 1	Zone 2	Zone 3
Community	Behchokǫ̀ Dettah Enterprise Fort Providence Fort Simpson Fort Smith Hay River K'atl'odeeche Kakisa Ndılǫ	Fort Liard Fort Resolution Gamètì Inuvik Jean Marie River Nahanni Butte Whatì Wrigley	Aklavik Colville Lake Délı̨ne Fort Good Hope Fort McPherson Łutselk'e Paulatuk Sachs Harbour Saamba K'e Tsiigehtchic

	Yellowknife		Tuktoyaktuk Tulita Ulukhaktok Wekweètì
Income Threshold	Up to $90,000		
Monthly Subsidy	$530	$685	$1,090
Total Subsidy	$4,240	$5,480	$8,720

Applicants may request that payment be issued to one or more supplier(s) for up to two types of heating sources; however, the annual subsidy amount cannot be exceeded.

Under the SHHS available fuel types, “Electricity” is only for hard-wired electric heat sources. Portable, plug-in type heating units are not considered a ‘heat source’ in this program.

Applying

Accommodation confirmation

If applicants own their home, they must provide proof of home ownership, which consists of one of the following:

- Certificate of Title
- Mortgage documents
- Notice of Assessment Municipal Taxation Area
- Confirmation of homeownership from First Nation Band
- Confirmation of homeownership from the NWT Housing Corporation
- Recreational or Residential Lease documents for Territorial or Commissioner’s land from the Department of Lands.

If applicants are unable to provide proof of homeownership for reasons that are beyond their control, the Client Navigator must contact the Director contacted to determine eligibility on a case-by-case basis.

If applicants are renting, confirmation of rental accommodation requiring payment of additional heating costs, which consists of the following:

- Lease/Rental agreement of a self-contained unit in the Applicant's name and
- Verification that heating costs are not included in the rent

Joint homeownership/joint tenancy agreements

In cases where a unit is owned or leased by more than one person, all incomes of those named on the homeownership documents and/or lease agreement will be considered for the purposes of calculating eligibility for the SHHS.

The Client Navigator may contact the Director in extenuating circumstances to determine eligibility on a case-by-case basis.

Income eligibility

Applicants must provide their Notice of Assessment from the previous calendar year to determine eligibility.

The following calculation is used to determine net income:

Line 23600 of the Notice of Assessment
Less: Amount for the SHHS in the applicant's zone
Less: Amount received for Canada Pension Plan Disability benefits
Total: Net income for SHHS purposes

The Canada Pension Plan Disability Benefit shall be exempt from the calculation of household income test. The amount may need to be verified by Employment and Social Development Canada (ESDC).

Income information

Income from other adults residing in the unit is not considered in the household income test, unless they are co-owners or joint lease holders.

Current year reassessment

If applicants are denied the subsidy as a result of their prior year income being too high, they may request a reassessment based on their income for the current calendar year. A reassessment will only occur for the individual who had a change of income.

For example: John and Mary applied for SHHS, John indicated they recently retired and therefore their income has changed from the previous year. John may request a current year reassessment.

In order for the reassessment to be completed, the applicant must provide:

- NOA for the **previous** calendar year from CRA
- Verification of income for the **current** year, which may include, but is not limited to the following:
    - Pay stubs
    - Pension statements
    - RRSP statements
    - Bank Statements

A current year assessment is based on the current calendar year (January to December). A Client Navigator will use the actual income received to date and estimate for the remainder of the year based on declared monthly income.

If it is later determined that the reassessment did not accurately represent the annual income, the applicant may be invoiced or the subsidy received in the subsequent year will be reduced by the same amount, in accordance with Income Security Programs policies.

Income taxes

Although not taxable, benefits paid under the SHHS are reportable to the CRA. Recipients will be issued a T5007 tax slip. The T5007 slips are issued and mailed at the end of February each year.

Communication

Applicants will receive a verbal or written response to their application within three (3) business days of verifying all required documentation.

Applicants must notify their Client Navigator immediately of any changes that may affect their application, which includes but is not limited to, any change in income, sale of their home, or change of residence.

Payments

Payments to suppliers

Direct payments will be made to the applicant's chosen fuel supplier(s).

Suppliers must be set up in the GNWT payment system in order to receive payment.

Prior to approving a wood supplier, the Client Navigator must confirm they have a Commercial Cutting permit or license.

A Timber Export/Transport Ticket must be submitted to the Client Navigator.

For more information, visit the Forest Management Regulations.

There is no requirement for a reconciliation to occur at the end of the fiscal year between the supplier and ECE.

Payments will not be issued for prior years.

The supplier(s) cannot be changed once payments have been issued.

If the Client Navigator learns that an applicant has passed away after the subsidy has been paid out to the fuel supplier, no action is required of ECE. Any remaining credit with the fuel supplier vests to the applicant's estate and is not to be recovered by ECE.

Payments to applicants

An applicant can choose to receive the payment directly. Once a payment is made, the applicant cannot request the payment go to the fuel supplier.

Payments will not be issued for prior years.

Wood/wood pellets heating source

Applicants who use wood or wood pellets as their only fuel source under SHHS may be able have more payment flexibility to allow them to purchase an entire cord of wood or one skid of pellets. The Regional Manager may approve an applicant's alternative payments on a case-by-case basis.

SHHS payments must be made within the subsidy period from September through April and cannot exceed the total subsidy amount.

Applicant's responsibility

The applicant is responsible to pay any arrears/additional charges with their supplier(s) not covered through the SHHS.

SHHS is a monthly subsidy payment to assist with a portion of the costs associated with heating the applicant's home. The applicant would be required to pay the remaining balance, see the example below.

	Monthly Amount
Heating Fuel Cost -December 2025	$600
SHHS – Subsidy Payment	$400
Portion Not Covered by SHHS and the applicant is responsible to pay	$200

Compliance/recovery

ECE will conduct periodic compliance reviews to ensure compliance with the terms of these Policies.

Non-compliance may result in applicants being denied subsidy payments, and/or the recovery of any overpayments, and possible legal action.

If there is a change during the application year that eliminates the applicants' requirement for the subsidy it may be recovered from the applicant.

Audits

ECE will audit 25% of each region's SHHS applications. These audits will be conducted to ensure that applicants continue to meet the eligibility criteria and qualify for SHHS.

In addition, applicants that requested a current year re-assessment will automatically require an audit by Headquarters.

If it is determined that the applicant does not meet the eligibility criteria it may result in the applicant being denied subsidy payments and/or recovery of overpayments.

Appeals

Applicants who believe their assessment is incorrect can appeal the decision through an appeal process. Applicants may not appeal until a Notice of Refusal has been provided.

Appeals must be made in writing within 30 days of the date of the denial letter. Appeals may be submitted to the Registrar of Appeals or to the local ECE Service Centre.

Appeals must include the following information:

- Name, address and phone number of the appellant and representative, if applicable;

- Decision of the Client Navigator or Regional Manager, whichever is applicable for the appeal;
- Grounds for the appeal; and
- All other relevant information.

The appeal is heard through an internal appeal committee comprised of 5 staff from the Department of Education, Culture and Employment (ECE) who are not directly involved in the delivery of SHHS.

Applicants will be invited to participate in the hearing; however, the internal appeal committee may proceed without the parties in order to hear the appeal within the required 30 calendar days.

The Chair of the internal appeal committee will prepare a recommendation and will send to the Director, Income Security Programs, who will make their decision on the appeal and provide their written decision to the Registrar within 10 days of receiving the recommendation. The Director's decision is final cannot be appealed.

If an appellant chooses to withdraw their appeal, they must do so in writing.

Contact information

Beaufort Delta ECE Service Centre GNWT Multi-Use Building 106 Veterans Way Department of Education, Culture and Employment P.O. BOX 3349 INUVIK NT X0E 0T0	Phone: 1-867-678-8065 Toll Free: 1-855-283-9311 Fax: 1-867-777-7218
Dehcho ECE Service Centre Chief Baptiste Cazon Building 9802 – 98th Ave Department of Education, Culture and Employment BOX 740 FORT SIMPSON NT X0E 0N0	Phone: 1-867-695-7338 Toll Free: 1-833-995-7338 Fax: 1-867-695-7351
North Slave ECE Service Centre Main Floor, Nova Plaza 5019 – 52nd Street Department of Education, Culture and Employment BOX 1320 YELLOWKNIFE NT X1A 2L9	Phone: 1-867-767-9356 Toll Free: 1-866-768-8145 Fax: 1-867-873-0423
Sahtu ECE Service Centre Office #106, Edward G. Hodgson Building 1A Raven Road Department of Education, Culture and Employment BOX 147 NORMAN WELLS, NT X0E 0V0	Phone: 1-867-587-7159 Toll Free: 1-866-814-9840 Fax: 1-867-587-2612
South Slave ECE Service Centre – Fort Smith McDougal Square 195 McDougal Street Department of Education, Culture and Employment BOX 1406 FORT SMITH, NT X0E 0P0	Phone:1-867-872-7425 Toll Free: 1-833-926-2110 Fax: 1-867-872-4507

South Slave ECE Service Centre – Hay River Courthouse Building 8 Capital Drive Department of Education, Culture and Employment 8 Capital Drive HAY RIVER NT X0E 1G2	Phone:1-867-874-5050 Toll Free: 1-833-926-2110 Fax: 1-867-874-5062
Appeals Office – ECE Programs and Services Registrar of Appeals Department of Education, Culture and Employment P.O BOX 4215 HAY RIVER, NT X0E 1G3 Email: appeals_office@gov.nt.ca	Phone: 1-867-874-2359 Toll Free: 1-855-546-1232 Fax: 1-867-874-2361