

Our Commitment

- Protect your personal information.
- Explain our programs to you.
- Determine your eligibility.
- Provide access to other social programs.

Service Standards

- A Client Services Officer (CSO) will see you within 10 minutes of your office appointment.
- We will return all telephone messages and emails within two working days.
- You will receive a verbal or written response within two business days of verifying all required documents.
- A CSO will inform you of any information that needs to be submitted in order to complete your assessment.
- If approved, payments will be issued within two business days.
- If you disagree with a decision, you have the right to appeal. Appeals may be submitted to the Registrar of Appeals or to your local ECE Service Centre.

Regional ECE Service Centres

Beaufort Delta – Inuvik

106 Veterans Way
Phone: 1-867-777-7365
Toll Free: 1-855-283-9311
Fax: 1-867-777-7218

Dehcho – Fort Simpson

9802 98th Avenue
Phone: 1-867-695-7338
Toll Free: 1-833-955-7338
Fax: 1-867-695-7351

North Slave – Yellowknife

5019 52nd Street
Phone: 1-867-767-9356
Toll Free: 1-866-768-8145
Fax: 1-867-873-0423

Sahtú – Norman Wells

#106 1A Raven Road
Phone: 1-867-587-7159
Toll Free: 1-866-814-9840
Fax: 1-867-587-2612

South Slave – Fort Smith

195 McDougal Road
Phone: 1-867-872-7425
Toll Free: 1-833-926-2110
Fax: 1-867-872-4507

South Slave – Hay River

8 Capital Drive
Phone: 1-867-874-5050
Toll Free: 1-833-926-2110
Fax: 1-867-874-5062



Income Security Programs

Senior Benefits
2021-2022

Une version française de ce document est disponible.



Income Assistance



The Income Assistance program provides financial assistance to help meet basic living needs, such as food, shelter and utilities.

Applicants may also be eligible to receive assistance for other needs such as clothing, child care, furniture and incidentals.

The amount of money you receive depends on your:

- Financial need
- Community
- Family size

Who Can Apply?

To apply for Income Assistance, you must:

- Be 19 years or older;
- Be a person in need; and
- Provide documentation to show monthly needs are greater than monthly income.

For more information on Income Assistance, or to apply, please contact your Regional ECE Service Centre.

Senior Home Heating Subsidy



The Senior Home Heating Subsidy provides financial assistance to help seniors pay for the cost of heating their home.

Who Can Apply?

To apply for the Senior Home Heating Subsidy, you must:

- Be 60 years of age or older;
- Own or rent and live in the home as their primary residence;
- Meet an approved household income;
- Provide documentation to support their income.

	Income Threshold	Subsidy Amount
Zone 1	\$56,000	\$2,900
Zone 2	\$64,000	\$3,900
Zone 3	\$73,000	\$4,600

For more information on the Senior Home Heating subsidy, or to apply, please contact your Regional ECE Service Centre.

NWT Senior Citizen Supplementary Benefit

The NWT Senior Citizen Supplementary Benefit provides financial assistance to help seniors pay for living costs.

Who is Eligible?

Seniors automatically qualify for a monthly payment if they are receiving:

- Old Age Security (OAS); and
- Guaranteed Income Supplement (GIS) or the Spouse's Allowance.

Seniors do not need to complete an application to receive this assistance. If the senior meets the criteria listed above the monthly payment automatically gets deposited with OAS and GIS payments.

For more information on the NWT Senior Citizen Supplementary Benefit please contact Income Security Programs at 1-866-973-7252.