

“Programs assist with all or a portion of the utility service expenses of people whose utilities have been or is at risk of being shut off. Also included are non-emergency programs that provide home energy assistance, generally in the form of a credit, for low-income households that apply. The assistance is usually available once per calendar year (or heating season). Utility service payment assistance programs may have age, income, disability, need or other eligibility requirements.” (Reference - Michigan 2-1-1)

Michigan Department of Health & Human Services

125 E. Union St, Flint, MI 48502; (810) 760-2200
4809 Clio Road, Flint, MI 48504; (810) 787-7101
<http://www.michigan.gov/mdhhs>

State Emergency Relief (SER) fund

- Primarily for low-income households who are normally able to meet their needs but occasionally need help when emergency situations arise:
 - Utilities, Home Repairs, Relocation, Home Ownership Services, Burial
- Eligibility determined by income, family size, type of fuel, verified need, & home assets
- Not for repeated or long-term assistance
- Can apply at local DHHS office or online at <http://www.michigan.gov/mibridges>

Genesee Co. Community Action Resource Dept

601 N. Saginaw St, Flint, MI 48502; (810) 232-2185
<http://www.gc4me.com/resident/gccard/index.php>

Home Heating Credit

- The State of MI helps you pay some of your heating expenses if you are a qualified
- In order to receive any help, applicants will be required to pay a portion of their utility bill
- The deadline for submitting form is 9/30/17
- There are a number of ways to apply. To get an application (Form MI-1040CR-7) you can:
 - Visit the Department of Treasury website at <http://michigan.gov/treasury>
 - Pick up a paper copy at a public library, post office, MDHHS or other locations where tax forms are available or
 - Call Department of Treasury at (517) 636-4486

Weatherization Program

- Provides free weatherization services which can help save around 25% of heating costs
- Application and documentation requirements available online

Holy Redeemer Roman Catholic Church

1227 E. Bristol Rd, Burton, MI 48529; (810) 743-8530
<http://www.holyredeemberburton.org>

- May provide Consumers Energy utility assistance to those within Genesee County
- Program runs October-May
- Documents required: Proof of residency, family size and utility bill/shut off notice
- Call and leave voicemail, someone will return your call
- You will be asked to complete an intake form

Preventing Shut-Off Long Term

Consumer Energy

3201 E Court St, Flint, MI 48506; (800) 477-5050
<https://www.consumersenergy.com>

Budget Plan

- Takes an estimate of total projected yearly energy bills & divides into monthly payments
- Your monthly payment will be calculated based on your expected energy use for the rest of the year based on your service type
- At the end of the plan, if you used more than you paid, your year-end bill will include the difference. If you used less, you'll pay less
- Join anytime but they recommend joining at the beginning of the plan period (Natural Gas: June 1st-Sept 30th; Electric: Oct 1st-May 31st)
- Must have account in good standing and not be enrolled in any other plan

Shut-off Protection Plan

- Provides year-round protection from shut-off for low income individuals and seniors
- An initial down payment is required
- Participating spreads out your annual energy costs into equal monthly payments
- Payments must be made on time

(Consumers Energy Information Continued on Back of Page)

There may be additional resources for you to consider through various community agencies. Michigan 2-1-1 is a free confidential service that connects you with local community-based organizations offering support services for people seeking answers to help in addressing their needs and questions. You can connect with Michigan 2-1-1 by either:

- Visiting the website at <http://www.mi211.org>
- Dialing 2-1-1 or either one of these Toll Free phone lines at (844) 875-9211 or (800) 649-3777 (Michigan Relay) for personal assistance 24 hours a day, 7 days a week

Revised July 24, 2017 – The Regional Alliance for Healthy Schools (RAHS) community resource directory information is up-to-date to the best of our knowledge. However, please call the agency to confirm this information and availability of services.

Payment Arrangements

- Adjusts due date of the utility bill, set up partial payment, or create payment arrangement

Helping Neighbors Energy Efficiency Assistance

- Helps save money through efficiency updates
 - A free home energy assessment
 - Installation of free energy-saving products
 - Useful info on ways to reduce energy in your home for long-term savings
- Call (877) 448-9433 to schedule a free appointment or <https://www.consumershelpingneighbors.com/schedule>

Winter Protection Plan (WPP)

- Protects eligible customers from service shutoff and high utility payments during the winter
- Enroll anytime between Nov 1st-Mar 31st
- When the protection period ends, you will need to pay the full monthly bill plus a portion of the amount owed from winter months

The Salvation Army – Flint Citadel Corps

211 W. Kearsley St, Flint, MI 48502

(810) 232-2196; <http://www.flintcitadel.org>

- Assistance is dependent upon available funds
- Call for most up to date eligibility requirements
- Call Mon-Fri at 8:30am to schedule appointment
- Calls will be taken until appointments are filled

Consumers Energy Assistance

- Must have past due balance on account

Keep the Water Flowing

- Program for Flint city residents with first-time water shut-off notice
- A partnership between the United Way of Genesee County, City of Flint and the Salvation Army, the program provides financial assistance to those struggling to pay their full water
- To access the fund, residents must have a DHHS decision letter and contact the Salvation Army

Phone Service

- All have eligibility based on income
- Must have US postal address (No PO Boxes)
- Only 1 person per household
- Apply by calling or through website
- Call at designated times or website access 24hrs

Virgin Mobile – Assurance Wireless

(888) 898-4888; <http://www.assurancewireless.com>

- Provides a free cell phone and airtime

AT&T – Lifeline; (800) 377-9450

<https://www.wireless.att.com/about/community-support/lifeline-link-up.jsp>

- Provides discounted service
- 10am-7pm CST

Tracfone Wireless – Safelink Wireless

(800) 723-3546; <https://www.safelinkwireless.com>

- Offers discounted or free telephone service
- Mon-Sat 8am-10pm, Sun 8am-7pm

Internet

Internet Essentials from Comcast

(855) 846-8376; <https://www.internetessentials.com>

- Provides internet service for \$9.95/month
- No credit check, No installation fee, No term contract, In-Home WiFi included, 10 Mbps
- Must have at least one child who qualifies for School Lunch Program or receive HUD housing
- Must not have outstanding debt to Comcast
- Must live in area where Comcast Internet is available but not subscribed within 90 days
- Apply at www.apply.internetessentials.com

Assistance During Winter Months

The Heat and Warmth Fund (THAW)

(800) 866-8429; <https://www.thawfund.org>

- Provides help to qualified who are in danger of losing heat/electric service during the winter
- Eligibility requirements:
 - Accounts must have a past due balance not exceeding \$3,000
 - Account must be in applicant's name
 - Must meet income guidelines
- Documentation requirements:
 - Completed online application
 - Copy of photo ID
 - Copy of social security cards for all household members including minors
 - Copy of 60 days proof of income for ALL household members
 - Copy of most recent utility bill
- Applicants may not be eligible if enrolled in Consumer Energy's CARE program
- If services are not restored within 30 days, funds will be removed from account

The RAHS community resource directory information is up-to-date to the best of our knowledge. Please call the agency/service to confirm this information, availability, and eligibility. **Please feel free to provide us feedback** on your personal experiences with any agency or service. Call RAHS at **(810) 767-8383** or contact the Health Promotions Manager at jgardonr@med.umich.edu.