

First Point of Contact**State Emergency Relief (SER)**

Department of Health and Human Services
22 Center St, Ypsilanti, MI 48198; (734) 481-2000
www.ewashtenaw.org or www.michigan.gov/dhs

- Apply online or at local office
- Eligibility determined by income
- Not intended for repeated or long-term assistance
- Assist with utilities, home repairs, relocation assistance, home ownership, and burial costs
- Utility requests are only accepted November – May
- Social Security #'s and photo IDs of residents required
- Eligibility to use funds is once per year
- Funds are given, partially given, or denied
- In the event of receiving denial letter:
 - Contact the agencies listed below
- Contact the Regional Alliance for Healthy Schools at (734) 998-2163 for assistance with application for utility assistance

Financial Assistance**Salvation Army**

100 Arbana St, Ann Arbor, MI 48103; (734) 668-8353
9 South Park St, Ypsilanti, MI 48198; (734) 482-4700
<https://centralusa.salvationarmy.org/emi>

- Provides financial assistance to local families facing a utility shutoff
- It is required that before applying, individuals must first apply to DHHS for state emergency relief (SER)
- Assistance is dependent upon available funds
- To make an appointment you will need the following documentation:
 - Decision Notice from DHHS SER application
 - Copy of current DTE bill or shut off notice
 - Current picture ID
 - Proof of household income for all household member for last 45 days
 - Copy of lease or home ownership
- Call to schedule an appointment for assistance
 - Ann Arbor: 9am-4pm Closed Noon-1pm
 - Ypsilanti: 8:30am-4pm Closed Noon-1pm

Friends in Deed

1196 Ecorse Rd, Ypsilanti, MI 48198; (734) 484-4357
www.friendsindeedmi.org

- Works with other social service agencies in the community to prevent utility shut off
- Documentation is required
- Call for more information and to apply for assistance Monday through Friday, 9:30am-12:30pm

Help on Lowering Costs**Consumer Energy**

(800) 477-5050; www.consumersenergy.com

Shut-off Protection Plan (SPP)

- Year-round protection from shut off
- Customers must have a household income at or below 200% of federal income eligibility guidelines

Consumers Affordable Resource for Energy (CARE) Program

www.consumersenergy.com/residential/programs-and-services/payment-assistance/care-program; (877) 448-9433

- CARE is a two-year affordable payment plan that helps you stay on top of your energy bills. As a CARE member, you will receive the following benefits:
 - A portion of your monthly bill will be paid
 - Past due balance you might have will be gradually forgiven as a reward for on time payments
 - Shut off protection
- Eligibility:
 - Must meet household income guidelines
 - Must have a past due balance of less than \$4,000 on your Consumers Energy account
 - Must be an active, residential Consumers Energy account holder or the spouse of the holder
 - Not have theft, fraud or bankruptcy on account
- Enrollment Process:
 - The enrollment period is open from October until the program is filled. Space is limited
 - If you need help applying for the program
 - Call (800) 866-8429 to speak with a Utility Assistance Specialist
 - Dial 2-1-1 to find an enrolling agency
 - Contact any the agencies below

The United Way of Jackson County
(844) 220-6098; www.helpwithutilities.com

True North Community Services
(231) 355-5880; <https://tnempower.org>

The Salvation Army
(616) 929-1645; <http://sawmni.org/wmni/energy-assistance>

The Heat and Warmth Fund (THAW)
(800) 866-8429; <https://thawfund.org/programs>

Michigan Community Action Agency
(517) 321-7500 or (855) 642-2846;
<https://newmbridges.michigan.gov>

St. Vincent de Paul Society
(313) 393-2930 or (877) 788-4623 <http://svdpdet.org/need-help/energy-assistance>

The United Way of Southeastern Michigan
(844) 211-4994; <http://uwsem.smapply.org>

DTE Energy

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:

- 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

REGIONAL ALLIANCE FOR HEALTHY SCHOOLS

(800) 477-4747; www.dteenergy.com

- Offer several programs to assist customers with paying their energy bills
 - Winter Protection Program, Home Heating Credit, State Emergency Relief Program, Medical Emergencies, etc
- Call to speak to someone regarding individual plans, documentation needed and enrollment

Home Energy Consultation

- A DTE Energy specialist will visit your home and conduct a FREE Home Energy Consultation. Find out where your home uses the most energy and identify things that you can do in every room to save energy
- Visit the website www.dteenergy.com/saveenergy or call (866) 796-0512 to schedule a consultation

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 or visit website 24hrs to apply

Assurance Wireless

(888) 321-5880; www.assurancewireless.com

Tracfone Wireless – Safelink Wireless

(800) 723-3546 or (800) 977-3768;
www.safelinkwireless.com

Reachout Wireless

(877) 870-9444; www.reachoutmobile.com

American Assistance

(866-966-2628; www.americanassistance.com

QLink Wireless

(855) Qlink93; <https://qlinkwireless.com>

- All have eligibility requirements
- Apply by calling or through website
- Call or visit website 24hrs to apply

Spectrum Internet Assist; (855) 243-8892

www.spectrum.com/browse/content/spectrum-internet-assist.html

- Provides internet for \$14.99/month

Internet Essentials from Comcast

(855) 846-8376; www.internetessentials.com

- Provides internet service for \$9.95/month

CenturyLink® Internet Basics

www.centurylink.com/home/internet/?rid=internetbasics

- Provides internet for \$9.95/month fees, with a 12-month contract at speeds up to 1.5Mbps

Access from AT&T

www.att.com/shop/internet/access/index.html#!//#%2F

- Provides internet for \$5-\$10 a month depending on options in your area
- If you experience difficulties or otherwise need help with the application, you can contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call (855) 220-5225)

Home Internet