

**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](http://www.ewashtenaw.org) or [www.michigan.gov/dhs](http://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  
3200 Packard Street, Ypsilanti, MI 48197; (734) 482-4700  
<https://centralusa.salvationarmy.org/emi>

- Provides financial assistance to local families facing a utility shutoff (Must be part of the pathway of Hope Program)
- 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 30 days
  - Copy of lease or home ownership
- Call to do a phone interview
  - Ann Arbor: 9am-4pm Closed Noon-1pm
  - Ypsilanti: 9am-4pm Closed Noon-1pm

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

**Friends in Deed**

1196 Ecorse Rd, Ypsilanti, MI 48198; (734) 484-4357  
[www.friendsindeedmi.org](http://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](http://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](http://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

REGIONAL ALLIANCE FOR HEALTHY SCHOOLS

Phone: (734) 998-7057

Website: <http://umhs-rahs.org/rahs-health-centers>

The United Way of Jackson County  
(517) 741-0202; [www.helpwithutilities.com](http://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://newmibridges.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**

(800) 477-4747; [www.dteenergy.com](http://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](http://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](http://www.assurancewireless.com)

**Tracfone Wireless – Safelink Wireless**

(800) 723-3546 or (800) 977-3768;  
[www.safelinkwireless.com](http://www.safelinkwireless.com)

**Reachout Wireless**

(877) 870-9444; [www.reachoutmobile.com](http://www.reachoutmobile.com)

**American Assistance**

(877) 266-7212; [www.americanassistance.com](http://www.americanassistance.com)

**QLink Wireless**

(855) 754-6543 Qlink93; <https://qlinkwireless.com>

**Home Internet**

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

**Spectrum Internet Assist**; (877) 958-7103

[www.spectrum.com/browse/content/spectrum-internet-assist.html](http://www.spectrum.com/browse/content/spectrum-internet-assist.html)

- Provides internet for low-income families

**Internet Essentials from Comcast**

(855) 846-8376; [www.internetessentials.com](http://www.internetessentials.com)

- Provides internet service for low-income families

**Access from AT&T**

[www.att.com/shop/internet/access/index.html#!/#%2F](http://www.att.com/shop/internet/access/index.html#!/#%2F)

- 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.)