

Michigan Home Heating Assistance Guide:

2016-2017 heating season

No one should be without heat this winter. All residential customers are protected from service disconnection for nonpayment of a delinquent account, regardless of income, from Nov. 1 through April 15. This guide includes resources and programs that you may be able to use this winter.

Winter protection plan

If you are a senior citizen or income-qualified, you may be eligible for protection against service disconnection and high utility bill payments during the winter months (Nov. 1 - March 31). **Participation does not relieve customers of the responsibility to pay for electricity use.** At the end of the protection period, customers participating in the plan must make arrangements to pay any money owed before the start of the next protection period.

Winter disconnection protection does not apply to customers who have been disconnected or have a pending disconnection for unauthorized electric use within the past two years at the customer's current address until all charges are paid or payment arrangements are made.

Medical emergency protection

If you have a medical emergency or protective services emergency, you may postpone service disconnection up to 21 days. Proof that your household situation is considered a medical emergency or protective services emergency is required. This proof can be a statement from a licensed physician or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in the home and specifies the period of time during which disconnection will aggravate the circumstances.

Active duty disconnection protection

If you or your spouse is called to full-time active military service during a time of declared national or state emergency or war, you may apply for electric disconnection protection.

For more information on the programs above, call us anytime at 800-242-9137.

Home Heating Credit

You may be eligible to receive assistance to help pay your winter heating bills. You can apply for a Home Heating Credit for the 2016 tax year if you meet income requirements.

To apply for the credit, file your application with the Michigan Department of Treasury before Sept. 30, 2017.

To find out if you qualify, or to request an application, call the Michigan Department of Treasury at 517-636-4486 or visit www.michigan.gov/treasury.



Weatherization Assistance Program

Low-income homeowners and renters may be eligible for this energy efficiency program that provides assistance to help weatherize homes and reduce heating bills. Weatherizing may include caulking, weather-stripping, home insulation and smoke detectors. To find out if you qualify, go to mcaaa.org or contact your local Community Action Agency (CAA). For more information on saving energy, visit www.energy.gov/energysaver.

State Emergency Relief Program

If you received an electric past-due notice, a service disconnection notice or had your utility service disconnected and you meet income requirements, you may qualify for this crisis assistance program. For more information or to find out if you qualify, call the Department of Health and Human Services (DHHS) Home Heating Hotline at 855-275-6424, contact your local DHHS agency or visit www.michigan.gov/mdhhs.

Michigan DHHS and CAA contacts

	DHHS	CAA
Alger County	906-387-4440	906-228-6522
Baraga County	906-353-4700	906-482-5528
Delta County	906-786-5394	906-786-7080
Dickinson County	906-779-4100	906-774-2256
Gogebic County	906-663-6200	906-667-0283
Houghton County	906-482-0500	906-482-5528
Iron County	906-265-9958	906-774-2256
Marquette County	906-228-9691	906-228-6522
Menominee County	906-863-9965	906-786-7080
Ontonagon County	906-884-4951	906-667-0283

Michigan Energy Assistance Program

Call 211 for information about additional resources available in your area.

Additional low-income programs

The following programs are available to assist low-income households with nonutility matters.

Federal Earned Income Tax Credit

800-829-3676 or www.irs.gov/EITC

Michigan Earned Income Tax Credit

517-636-4486 or www.michigan.gov/treasury

Lifeline phone service assistance

Contact your local wire line phone company

Low-income home interest loans

517-373-8017 or www.michigan.gov/mshda

Affordable rental housing

michiganhousinglocator.com

Michigan Veterans Trust Fund

517-284-5299 or michiganveterans.com

United Way

211 or uwmich.org



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