

# Michigan Home Heating Assistance Guide:

## 2018-2019 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, as well as assistance with service reconnection during the winter months (Nov. 1 to March 31). **Participation does not relieve you of the responsibility to pay for energy 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 if you have been disconnected or have a pending disconnection for unauthorized use of utility service within the past two years at your current address until all charges are paid or payment arrangements are made.*

### Medical emergency protection

If you or a member of your household has a medical emergency or protective services emergency, you may postpone service disconnection up to 21 days. Your condition must be certified by a physician or public health office on a commission-approved Medical Certification form. The form must state the medical condition, medical equipment and specific time period a shutoff of utility service would make the medical condition worse. You will receive a three business-day grace period to provide the completed form.

### Critical care customer shut-off protection

You may be eligible for protection against service disconnection as well as restoration of service if an interruption of service would be immediately life-threatening. After initial approval of a completed commission-approved Medical Certification form certifying your status as a critical care customer, continued eligibility requires that annually you provide the company with a new completed Medical Certification form certifying your continued status as a critical care customer. You will receive a grace period of three business days to provide the completed form.

### Commission-approved Medical Certification form

You may contact the company for the commission-approved Medical Certification form or visit [www.uppermichiganenergy.com/rates/wu-merc-medical-certification-form.pdf](http://www.uppermichiganenergy.com/rates/wu-merc-medical-certification-form.pdf).

### 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 2018 tax year if you meet income requirements.

To apply for the credit, file your application with the Michigan Department of Treasury before Sept. 30, 2019.

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](http://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, contact your local community action agency (CAA) or go to <https://mcac.memberclicks.net/agency-locator-map>. For more information on saving energy, visit [www.energy.gov/energysaver](http://www.energy.gov/energysaver).

## State Emergency Relief program

State Emergency Relief (SER) is a crisis intervention program that provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. If you meet need and income requirements, you may qualify for this program. For more information or to find out if you qualify, contact the Michigan Department of Health and Human Services at [www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs) or apply online using MI Bridges at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges).

## 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	906-265-5590
Marquette County	906-228-9691	906-228-6522
Menominee County	906-863-9965	906-786-7080
Ontonagon County	906-884-4951	906-884-2106

## Michigan Energy Assistance program

For information about additional resources available in your area, call 211 or find a MI Bridges Navigator near you at <https://newmibridges.michigan.gov/s/isd-find-community-partners>.

## Additional low-income programs

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

### Lifeline phone service assistance

Contact your local wire line phone company.

### Michigan Veterans Trust Fund

517-284-5299 or [michiganveterans.com](http://michiganveterans.com)

### United Way

211 or [mi211.org](http://mi211.org)

