

2017 ENERGY ASSISTANCE PROGRAMS

Winter Shut Off Protection



Medical Emergencies

If someone in your home has a serious medical condition and you've been scheduled for shutoff, it's possible to have the shutoff postponed for up to 21 days.

You must provide us with a written statement from a doctor, public health official or social service official stating that a service shut off would aggravate an existing medical condition of someone living in the home. If necessary, the postponement may be extended by renewing the medical notice. Call Customer Service for details.

Senior Citizens

If you are age 65 or older, you will not be shut off for non-payment of a past due utility bill during the winter heating season— November 1 through March 31.

You may also arrange for a copy of any shutoff notice issued to you to be mailed to a relative or friend.

You should contact our office to join our S.O.S. Club for Seniors Over Sixty-five if you haven't done so already.

Shut-off Protection for Customers On Active Duty in the Military

If you or your spouse has a utility bill in your name and you are called to full-time military service by

the President of the United States or the Governor of Michigan during a time of state of emergency or war, you may apply for shut-off protection from your natural gas service for up to 90 days. Your utility company will request verification of this active duty status.

Low Income Customers

If you meet low income eligibility requirements, you will not be shut off for nonpayment of past due utility bill during the heating season if you agree to:

- Pay a minimum of 7% per month of your annual heating bill and make monthly payments of 1/12 of any past due bills.
- Demonstrate within 14 days that you have made application for heating assistance.
- Participation does not relieve customers from the responsibility for paying for their natural gas usage, but does prevent shut-off during the winter months. At the end of the protection period, both low-income and senior citizens participating in the plan must make arrangements with us to pay any money owed.

Unexpected Financial Problems.....

If you are having a temporary problem, such as a layoff or illness which may hinder your ability to pay, contact our office. We may be able to work out a payment arrangement to help you through the heating season.



CITIZENS
GAS FUEL COMPANY

These programs are administered by various local agencies.



Energy Related Home Improvements

Renters, as well as homeowners, with low household incomes, may be eligible for free weatherization services which can reduce heating costs. If you have never been assisted through this program, call Jackie Morgan at the Community Action Agency, 400 W. South St., Adrian, 517.263.7861.

Michigan Veteran's Trust Fund Assistance

If you are a wartime veteran of the armed forces, or a dependent or widow of a wartime veteran, and you have an emergency financial need, you may be eligible for trust fund assistance through the Lenawee County Department of Veterans Affairs. Eligibility is determined on a case-by-case basis and all other forms of assistance must be exhausted first. Call Veterans Affairs at 517.264.5335 for more information and an appointment.

Supplemental Security Income (SSI)

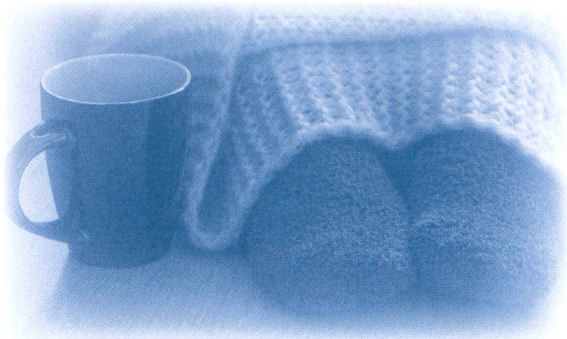
Financially needy people who are at least 65 or disabled may qualify for Supplemental Security Income (SSI). If your income is less than \$733/mo. (\$1,100/mo. for a couple), the Social Security Administration may be able to pay you additional money through the SSI program. Call 800.772.1213 for additional information.

Miscellaneous Energy Assistance

Special funds are administered by various local agencies. These funds are usually limited and you must meet certain qualifications to apply. The following agencies may offer energy or other assistance:

- The Salvation Army
247 West Church St., Adrian
Phone: 517.265.2038
- Lenawee County Department of Aging
1040 S. Winter St., Adrian
Phone: 517.264.5280
- Community Action Agency
400 W. South St., Adrian
Phone: 517.263.7861
- Department of Human Services (DHS)
1040 S. Winter St., Adrian
Phone: 517.264.6300
- United Way Call 211
2-1-1 is a one-stop around-the-clock phone service that links people with information or agencies that can help with utility assistance and other needs.

*Please note that all program descriptions are subject to change.



These programs are administered by the Michigan Department of Human Services.

Home Heating Credit

Low income households in Michigan should file for a Home Heating Credit with the Department of Treasury. Applications will be available from tax preparers and public libraries beginning in late January. Forms will be mailed to homes which receive Department of Human Services assistance or available on the internet at www.michigan.gov/treasury.

If you are 60 years of age or older, you may request assistance in completing the form by calling your local Senior Center or the Lenawee Department on Aging at 517.264.5280. Other qualifying customers may request assistance from Citizens Gas Fuel Company, 517.265.2144. DHS also provides tax form assistance.

State Emergency Relief (SER)

This program pays for home heating or electricity in emergency situations, and is available to all low income households in Michigan. They may also pay for energy related home repairs or furnace replacement. Households receiving Department of Human Services assistance may be eligible, in addition to others who are determined

to be eligible by the Department of Human Services. Contact the Lenawee Department of Human Services, 517.264.6300 or call the Home Heating Hotline, 800.292.5650.

