

ADDITIONAL SERVICES THAT SAVE MONEY AND ENERGY!



When you qualify for the Wisconsin Home Energy Assistance program (WHEAP) for your heating and electric bill, you can also access additional energy-saving and money-saving programs! Find them here and contact us for info!

FURNACE REPAIR - REPLACEMENT



If your furnace or boiler stops working, Emergency Heating System Assistance can help homeowners and some renters!* We cover costs for repairs provided thru the program. You may even qualify for a replacement! (*You and your landlord must qualify for WHEAP. 2 to 4-unit dwellings must be owner-occupied.) Dial 2-1-1 for Furnace assistance, 24/7/365.

WEATHERIZATION PROGRAM

This program helps households with an excessive energy burden. Weatherization agencies assess your home for ways that can easily reduce your energy use, and might even save you money. Services differ with each home, depending on its construction and condition. Common services include:

- Insulating attics, walls and floors
- Reducing air leakage
- Installing energy-efficient lighting and thermostats
- Money-saving tips on maintenance and energy conservation



CRISIS SERVICES <SEE REVERSE SIDE FOR MORE INFO!>



You may be eligible for crisis assistance if you have no heat, are a first time customer, have a high utility balance or are running low or are out of fuel and do not have the money to purchase more. Crisis Benefits are an additional service provided to energy assistance recipients. Guidelines are set by Milwaukee County and are based on the availability of funds and the needs of your household. Crisis benefits may be issued in addition to your regular benefits. You may not file a fair hearing about Crisis Benefits.

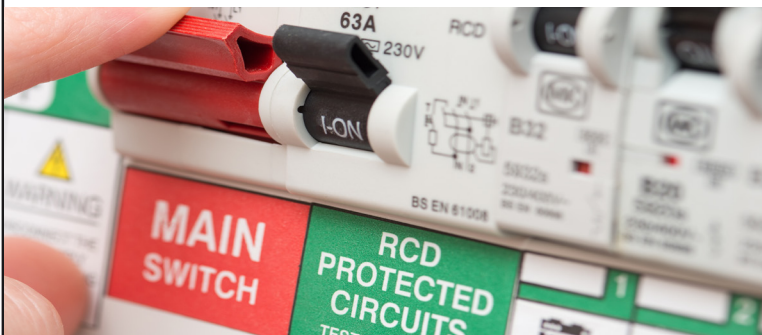


MORE GREAT ENERGY AND MONEY SAVING PROGRAMS, RIGHT HERE!

CRISIS SERVICE

Even if you make monthly payments all year, you may receive a disconnection notice if you do not pay your bill in full each month, or are not on a payment agreement. If you receive an Important Notice, Disconnection Notice or have had your gas and/or electric service disconnected, you may be eligible for Crisis Assistance. Disconnection Assistance is considered an “Emergency” service and is not available to everyone every year. If you have not received a disconnection notice but you have a High balance and meet the crisis criteria you may qualify. Eligibility is based on:

- The current funded crisis assistance plans that are available at the time of your appointment.
- How many times you have received Crisis Assistance in the past.
- There is a maximum of 7 emergency crisis benefits, but you still may receive other types of benefits.
- The benefit amount is based on how many times you have received Emergency Crisis for a disconnection.



CRISIS SERVICE: PAYMENT PLANS AND PROACTIVE ASSISTANCE



The Energy Assistance Program can help you set up a payment plan with WE Energies. Plans help avoid the stress, expense and safety concerns of being disconnected. This assistance can help with the downpayment or match your payment. Please:

- Review your monthly bill.
- Make a payment every month.
- Don't stop paying during the winter moratorium.

CRISIS SERVICE: OIL, PROPANE AND OTHER BULK FUEL

Bulk fuel providers often require a costly minimum order for a delivery. Crisis Assistance may be able to help you make the minimum payment so you won't be left without fuel. You can request assistance if you are below 1/4 tank. Energy Assistance and the Weatherization Program can also help you convert your home from oil or propane to natural gas heating — a free service that can mean long-term energy savings for your home.



KEEPWARMKE.ORG • 270-4-MKE (4653) • CALL 2-1-1 FOR AFTER-HOURS HELP

