



Services Every Smart Homeowner and Renter Should Know

In addition to the heating and electric bill assistance that the Wisconsin Home Energy Assistance Program (WHEAP) provides, you have access to the following benefits:

- **Weatherization Program**
- **Furnace/Heating System Repair or Replacement**
- **Emergency Crisis Assistance**
- **Assistance with Disconnection**
- **Proactive Crisis Services**
- **Oil, Propane and Other Bulk Fuel**

Inquire at the Energy Assistance office about how to get started, or share this information with a friend/family member who could benefit from these services.



WEATHERIZATION PROGRAM

The goal of the weatherization program is to save energy in households with an excessive energy burden. Weatherization agencies can assess your home for work that could easily reduce your energy use, and might even save you money.

Weatherization services differ with each home depending on how it was built and its condition. Some common weatherization services include:

- Insulating attics, walls and floors
- Installing energy efficient lighting and thermostats
- Reducing air leakage
- Providing money-saving tips about maintenance and energy conservation

Contact Energy Assistance at 414-270-4-MKE (4653) to find out how to qualify for a home weatherization assessment.

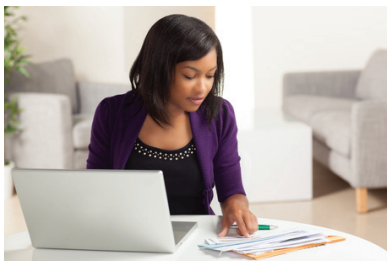


FURNACE/HEATING SYSTEM REPAIR OR REPLACEMENT

WHEAP emergency heating system assistance can help if your furnace or boiler stops operating. Heating system assistance includes payment for repairs. In some situations, you may qualify for a total replacement of a non-operating furnace or boiler. This program is for home owners and qualified renters. (To be a qualified renter, you and your landlord must qualify for WHEAP. Two- to four-unit dwellings must be owner occupied.)

Contact Energy Assistance at 414-270-4-MKE (4653) if you are experiencing a no-heat situation.

ADDITIONAL SERVICES



EMERGENCY CRISIS ASSISTANCE

You may be eligible for crisis assistance if you have no heat, have received a disconnect notice, 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. You may not file a fair hearing about Crisis Benefits.

To find out if you are eligible for emergency crisis assistance, contact the Energy Assistance office at 414-270-4-MKE (4653).



ASSISTANCE WITH DISCONNECTION

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 Emergency Crisis Assistance. Crisis Assistance is considered an "Emergency" service and is not available to everyone every year.

Eligibility is based on:

- Making 4 or more separate monthly payments in the past 6 months.
- How much you pay each time. The minimum required payment is \$35.
- How many times you have received Crisis Assistance in the past. A household cannot receive emergency crisis benefits each year, and you can only receive them 7 times in a lifetime. The amount of the benefits is reduced after the third emergency crisis benefit.

You will be required to pay a portion of the requested down payment to reconnect your service or to avoid disconnection.

Contact Energy Assistance office at 414-270-4-MKE (4653) to get help with a disconnection notice. Call 2-1-1 for after-hours support.



PROACTIVE CRISIS SERVICES

The Energy Assistance Program can assist you with setting up a payment plan with We Energies. Staying on a payment plan can help you avoid the stress, expense and safety concerns of being disconnected.

Important facts to know about Payment Plans:

- Make a payment every month.
- Don't stop paying during the winter moratorium.
- Open and check your bill every month. You can contact We Energies directly to discuss your payment options at 1-800-842-4565.



OIL, PROPANE AND OTHER BULK FUEL

Bulk fuel providers require a costly minimum order to provide a delivery. Crisis Assistance may be able to help you meet the minimum payment requirement so you won't be left without fuel.

Energy Assistance and the Weatherization Program can assist you in converting your home from oil to natural gas heating. This service is free and can have long-term energy savings for your home.

To learn more, contact the Energy Assistance office at 414-270-4-MKE (4653).



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Call 2-1-1 for after-hours help.

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