

# UTILITY ASSISTANCE PROGRAMS

Utility Payment Assistance Programs may be able to assist people with their utility bill payments if they meet the eligibility requirements.

## DTE Energy Payment Assist Programs

### Case Management

Helps low-income customers reduce their unpaid balances by providing a personal payment plan, agency referrals, and follow-up.

To be eligible for enrollment you must have:

- An unpaid balance greater than \$300.00
- No record of illegal usage
- A household income at or below that stated in the *2003 Household Income Eligibility Guidelines* chart. This chart is available on the DTE Energy website.

Information.....1-800-477-4747  
Website.....[www.dteenergy.com](http://www.dteenergy.com)

### Winter Protection Plan (WPP)

Protects seniors and low-income customers from shutoff between December 1 and March 31. During this period, customers must pay a portion of their estimated annual bill plus regular payments on any past-due bills. After March 31, the required bill payment will increase to cover the winter bills.

To enroll, customers should call DTE Energy between November 15 and March 31, and meet at least one of the following requirements:

- Age 62 or older
- Receive Family Independence Agency (FIA) cash assistance
- Receive food stamps
- Receive Medicaid
- Household income at or below that stated in the *2003 Household Income Eligibility Guidelines* chart (found on the DTE Energy website).

### Home Heating Credit (HHC)

Eligible customers may receive funds from the State of Michigan Treasury to apply toward their heating bills. To qualify, you must meet the Home Heating Credit income guidelines stated in the *Home Heating Credit Income Eligibility Guidelines* chart (The *HHC Income Eligibility Guidelines* will become available when issued by the Michigan Department of Treasury). To file, call DTE Energy between January 15 and August 30, 2003. Please have household income information and social security numbers for you and your dependents before calling.

Information.....1-800-477-4747  
Website.....[www.dteenergy.com](http://www.dteenergy.com)

### State Emergency Relief Program (SER)

Eligible low-income households may receive help paying energy bills year-round. Contact your local Family Independence Agency for Assistance (see the Family Independence agency section for phone numbers).

### Medical Emergencies

If an account is subject to shut off for non-payment, a shut off may be postponed for up to 21 days due to a medical emergency. Written proof from a doctor must be provided.

Information.....1-800-477-4747  
Website.....[www.dteenergy.com](http://www.dteenergy.com)

### The Heat and Warmth (THAW) Fund

Customers who meet the guidelines from the *2003 Household Income Eligibility Guidelines* chart (found on the DTE Energy website), are in shut-off status, and have exhausted all federal and state-funding programs may be eligible for assistance. The program begins November 1, 2002 for customers whose service is already shut off and on January 2, 2003 for customers who have received a shut-off notice.

Information.....1-800-866-THAW (8429)  
Website.....[www.dteenergy.com](http://www.dteenergy.com)

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## Earned Income Credit

This credit is available based on the income level and number of qualifying child dependents. To apply for the credit, you must file a federal income tax return with Schedule EIC. You can receive an advance cash payment through your employer or apply for the credit at tax time.

Contact the Internal Revenue Service (IRS) to apply.....(313) 628-3722  
Website.....[www.dteenergy.com](http://www.dteenergy.com)

## Low-Income Weatherization

Assistance with home Weatherization may be available to those who meet guidelines listed on the *2003 Household Income Eligibility Guidelines* chart (found on the DTE Energy website). Weatherization includes caulking, weather-stripping, and insulation.

Contact your Community Action Agency to apply:

City of Dearborn  
Economic and Community Development Dept  
Dearborn, MI 48126  
Information.....(313) 943-2180  
Service Area: Dearborn

City of Detroit  
Department of Human Services  
Detroit, MI 48211  
Information.....(313) 852-5609  
Service Area: Detroit

Downriver Community Conference  
Southgate, MI 48195  
Information.....(734) 362-3476  
Service Area: Allen Park, Brownstown, Ecorse, Flat Rock, Gibraltar, Grosse Ile, Lincoln Park, Melvindale, River Rouge, Riverview, Rockwood, Southgate, Taylor, Trenton, Woodhaven, and Wyandotte

Monroe County Opportunity Program  
Monroe, MI 48161  
Information.....(734) 241-2775  
Service Area: Monroe County

Wayne County Weatherization  
Wayne, MI 48184  
Information.....(734) 727-7299  
Service Area: Belleville, Canton, Dearborn Heights, Garden City, Huron, Inkster, Livonia, New Boston, Northville, Plymouth, Redford, Romulus, Sumpter, Taylor, Van Buren, Wayne, and Westland

Wayne Metropolitan Community Action Agency  
Ecorse, MI 48229  
Information.....(313) 843-2550  
Service Area: Grosse Pointe, Gross Pointe Farms, Grosse Pointe Park, Gross Pointe Shores, Gross Pointe Woods, Hamtramck, Harper Woods, and Highland Park

## SBC Communications, Inc Accessibility Resources

### Directory Assistance Exemption

Persons with disabilities that have difficulty using a telephone directory may not have to pay for calls to Local Directory Assistance.

Qualified customers can be exempt from:

- Local directory assistance charges when dialing 1-800-555-1212
- Local directory assistance call completion when dialing 1-800-555-1212

Information.....1-800-244-4444  
Website.....[www.sbc.com](http://www.sbc.com)

### Lifeline Service

Lifeline Telephone Assistance is available to help qualified customers with their monthly phone bills. Lifeline service provides a discount on your monthly bill. You may be qualified if you receive some form of government assistance.

Information.....1-800-244-4444  
Website.....[www.sbc.com](http://www.sbc.com)

# UTILITY ASSISTANCE PROGRAMS

## Monthly Telephone Bills

Bills are designed to meet the needs of customers with visual impairments. The standard telephone bill is now available in large print or Braille. Both bills contain all of the same information as your standard bill.

Information.....1-800-244-4444  
Website.....[www.sbc.com](http://www.sbc.com)

## Speech Solutions

Since TTY calls usually take longer than voice calls, qualified customers using a TTY will receive a discount for local toll calls. The reduced local toll rates are provided for certified hearing-impaired individuals.

## Special Needs Center

The Special Needs Center, operated by Hitec International, a leader in the field of assistive technology, offers four models of teletypewriters (TTYs) to SBC customers in Michigan at cost. Customers also may opt to have the purchase price spread out over 24 months and billed on their SBC telephone bill at no extra charge.

Information.....1-800-433-8505  
Website.....[www.sbc.com](http://www.sbc.com)

## Telecommunications Relay Services (TRS)

Hearing and speech disabled customers who use a coin telephone to make phone calls through their state TRS should know about two pricing policies that became effective in November 1995:

- Local pay phone calls made through the TRS Center are free.
- When you use a calling card to make long distance calls from a pay phone connected through TRS, you are not charged more than the standard coin rate.

TRS is a telephone transmission service that allows persons who are deaf, hard of hearing, or speech disabled to place telephone calls. TRS centers, which facilitate personal and

business calls, use a text telephone type (TTY) to communicate over phone lines. These centers are in operation seven days a week, 24 hours a day.

Information.....1-800-244-4444  
Website.....[www.sbc.com](http://www.sbc.com)

## Community Action Agency Payment Assist Programs

Depending on the distribution of government funding, community action agencies may be able to provide financial assistance for utility bills that have been or are at risk of being shut-off.

## ACCESS

(Serves Wayne County)

Information.....(313) 842-7010

## Health Emergency Lifeline Programs

(Serves Wayne County)

Toll-Free.....1-888-435-5655

## Livonia Dept of Community Resources

(Service Area: Livonia)

Information.....(734) 466-2540

## Michigan Public Service Commission

Toll-Free.....1-800-292-9555

Website.....[www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)

## Michigan Veterans Trust Fund

(Service Group: Veterans and spouses of deceased veterans)

Information.....(313) 899-1162

## Salvation Army

Dearborn Heights Community Corps Center  
Dearborn Heights.....(313) 563-4457

Brightmoor Corps Community Center  
Detroit.....(313) 532-1281

Grandale Corps Community Center  
Detroit.....(313) 835-3736

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## **Salvation Army (cont'd)**

Harbor Light Corps Community Center  
Detroit.....(313) 964-0577

Harding Corps Community Center  
Detroit.....(313) 822-2800

Temple Corps Community Center  
Detroit.....(313) 897-2914

Plymouth Corps Community Center  
Plymouth.....(734) 453-5464

Wayne/Westland Community Corps Center  
Westland.....(734) 722-3660

Downriver Community Corps Center  
Wyandotte.....(734) 282-0930

## **Saint Vincent De Paul**

Toll-Free.....1-877-788-4623

## **Samaritan Wyandotte Ministerial Assoc**

(Service Area: Wyandotte)  
Information.....(734) 285-8450

## **Wayne County Soldiers & Sailors Relief**

Service Group: Veterans and spouses of  
deceased veterans)

Information.....(313) 224-8163

## **Wayne Metropolitan Comm Action Agency**

### Region I

(Service Area: Grosse Pointe, Grosse Pointe  
Farms, Grosse Pointe Park, Grosse Pointe  
Shores, Grosse Pointe Woods, Hamtramck,  
Harper Woods, and Highland Park)

Information.....(313) 826-0299

### Region II

(Service Area: Dearborn, Dearborn Heights,  
Garden City, Inkster, Livonia, Northville,  
Northville Twp, Plymouth, and Plymouth Twp)

Information.....(734) 266-0190

### Region III

(Service Area: Belleville, Canton Twp, Huron  
Twp, Romulus, Sumpter Twp, Van Buren Twp,  
Wayne, and Westland)

Information.....(734) 782-6332

### Region IV

(Service Area: Brownstown Twp, Flat Rock,  
Gibraltar, Grosse Ile, Riverview, Rockwood,  
Trenton, and Woodhaven)

Information.....(734) 287-2343

### Region V

(Service Area: Allen Park, Ecorse, Lincoln  
Park, Melvindale, River Rouge, Southgate,  
and Wyandotte)

Information.....(313) 843-2550

## **Local Churches**

Use the phone book to find local churches in  
your area that may have available funds for  
utility assistance.