

Utility Resources during COVID-19

It is highly recommended to be proactive and seek help before your utility bills become a crisis situation. The first step is to reach out directly to your utility provider(s) or propane supplier to ask what kind of protections, funding, flexible payment options, or energy saving tools and resources are available. Customers in financial trouble during the pandemic can find additional information below:

www.michigan.gov/mpsc/0,9535,7-395-93253_99286_99470-525246--,00.html

Michigan 2-1-1

Call 211 or visit the web site below for information about getting help paying your utility bill or how to contact agencies that may assist you with your energy bill. If you experience problems dialing 2-1-1, dial 1-800-552-1183. Alternatively, you may use their text service by texting your zip code to 898211.

www.mi211.org

State Emergency Relief (SER) through MDHHS (Michigan Department of Health & Human Services)

If you need help with a utility shut-off, apply for State Emergency Relief (SER) assistance through MDHHS online immediately or call 855-275-6424. See if you qualify for expanded financial assistance funds to cover part of your utility bill (**gas, electric, water, or sewer**) or help restore service. Even if you have received SER funds recently, you may still be eligible for additional funds. If you have trouble filling out the application, call 211 or visit www.mi211.org to connect with an agency who can help you apply. If you don't already have a MiBridges account, you'll have to create one online first.

newmibridges.michigan.gov

DHHS has 10 days to provide you with a Decision Notice. If you check your MiBridges account online daily, you will see your Decision Notice as soon as it's generated. You can download or print it instead of waiting for it in the mail. Even if it's denied, most other agencies will want a copy in order to help. If MDHHS approves it, they may only pay a portion, so you'll need to call other agencies to see if they can help with the remaining portion.

You can find additional resources by clicking on "Explore Resources" while logged into your MI Bridges account, and search by entering your address.

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Apply for the Home Heating Credit

The Home Heating Credit is a way the State of Michigan helps you pay some of your heating expenses if you are a qualified Michigan homeowner or renter. Visit the [Michigan Department of Treasury's web site](#) to see if you qualify. To apply for this credit you should complete the [Home Heating Credit Claim MI-1040CR-7](#). **The deadline for submitting this form is September 30, 2020.** Even though this funding is distributed by the Department of Treasury, you do not need to pay taxes or wait for a tax return to receive this credit, so apply now if you are eligible. [See flyer](#). www.michigan.gov/taxes/0,4676,7-238-43513_66852-330928--,00.html

DTE Energy

If you're having trouble paying your bills due to reduced income or health impacts from COVID-19, please call them right away at 800-477-4747. They can personalize a payment plan for you that gives you more time to pay while protecting your energy services. They have several programs that may be able to help; reach out now! (*Beware of scams!*)

newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/footer/covid19-residential

Business Customers Tips and Resources for Businesses Coping With COVID-19 Crisis

They are working with business customers to help them through this difficult time. If you're experiencing a hardship due to the COVID-19 outbreak, please call 855-383-4249 and they'll be happy to help you choose the best option for your account.

newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/footer/covid19-business

Consumers Energy

We encourage residential customers who needs help paying their energy bill to call us at 800-477-5050 to discuss their assistance options. Small business owners should call 800-805-0490 for assistance and can [click here](#) for more information and other resources.

www.consumersenergy.com/company/media/news-and-information/emergency-response

SEMCO ENERGY Gas Company

SEMCO ENERGY Gas Company offers a variety of payment plans and assistance programs to help customers with their gas bills. It's important to contact SEMCO as soon as you know you cannot pay your entire gas bill because a payment plan may be available, or you may be advised of assistance agencies in your area.

For more information, contact Customer Service at 1-800-624-2019. [See flyer](#).

www.semcoenergygas.com/main/content?page=13

Locate Contact Information for Additional Regulated Utility Companies

www.michigan.gov/mpsc/0,9535,7-395-93253_99286_99470-525246--,00.html

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Michigan Energy Assistance Program (MEAP) *United Way for Southeastern Michigan*

If you've already applied for State Emergency Relief (SER) utility assistance through the Michigan Department of Health and Human Services (MDHHS) and would like to additionally apply for affordable payment plans, including DTE Energy's LSP program, Consumer's Energy's CARE program, or Semco Energy Gas Company's Monthly Assistance Program (MAP), you may apply for utility assistance and keep your monthly bills affordable.

unitedwaysem.org/get-help/community-resources/utility-assistance/

Online Application: uwsem.smapply.org/prog/meap_application_2019-2020/

Local Water Departments

If you are without residential water service due to nonpayment, reach out to your local water department for reconnection. All occupied residences where nonpayment was the reason for disconnection are required to be reconnected under Governor Whitmer's [Executive Order 2020-28](#). No upfront payment is required for reconnection. Although water bills will continue to accrue during the emergency, residents can work with their local water department to arrange for payment at the conclusion of the emergency.

Michigan residents without running water should take the following steps:

- Contact your local water department and tell them you are eligible for reconnection under the governor's executive order. If you are unsure how to reach your water department, contact your local city, village, or township offices to find out.
- If you're unable to reach your water provider or they are unwilling or unable to restore service, you may obtain assistance from the Michigan Department of Environment, Great Lakes, and Energy ([EGLE](#)) at 1-800-662-9278.
- Once your service is reconnected, it is important to properly flush the pipes to clear stagnant water that may have collected contaminants. Guidance on flushing is available [here](#). Guidance on flushing appliances that use water – like refrigerator icemakers or water softeners, is also available [here](#). A video on how to properly flush systems is available [here](#).

Utility Resources during COVID-19

Telecommunication & Broadband Services

Michigan Free WiFi Hotspot Locator & Map

cngis.maps.arcgis.com/apps/webappviewer/index.html

Free or Low-Cost Internet Service

In response to the coronavirus pandemic and its impact on society, multiple Internet Service Providers (ISPs) have made updates to their low-cost internet service programs to ensure individuals and families stay connected to the internet during this challenging time. Some even offer low cost computers and laptops.

www.everyoneon.org/find-offers

Comcast Internet Essentials

Comcast recently expanded Internet Essentials eligibility to include all low-income families, including seniors, veterans, and people with disabilities to help deal with the challenges of COVID-19. On July 1, Comcast announced it will continue to provide 60 days of free Internet service to new, eligible Internet Essentials customers. Originally set to expire on June 30, the free offer will now be available **through the end of this year**. In addition, Comcast will continue to waive, through the end of the year, the requirement that customers not have a past due balance with Comcast to qualify for the free offer.

www.internetessentials.com

FirstNet Mobile for First Responders

FirstNet through AT&T is the nationwide wireless communications network designed for first responders – and those who support them, offering several different free and reduced priced devices and services for law enforcement, fire, and EMS agencies, nurses, physicians, and more.

www.firstnet.com

Free Cell Phones & Service

Safelink Wireless

If you are low-income or are not working due to COVID-19 and are currently receiving unemployment benefits, you may qualify for a free cell phone and service. Call 1-800-SafeLink (723-3546) or visit their web site for more information on how to apply for service.

www.safelinkwireless.com

Q Link Wireless

Q Link Wireless is a leading provider of Lifeline, a free government benefit program that offers FREE cell phone service to eligible Americans. Q Link gives qualifying customers FREE monthly data, minutes, and unlimited texting. Qualify through programs like SNAP and Medicaid or based on your household income. Call 1-855-Q-LINK43 (754-6543) or visit their web site for more information on how to apply for service.

qlinkwireless.com

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Telecommunication & Broadband Services *(continued)*

Free Cell Phones & Service *(continued)*

Assurance Wireless

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline is a government assistance program. The Assurance Wireless offer provides eligible low-income free monthly data, unlimited texting, and free monthly minutes, plus a free phone. Due to COVID-19, they are offering unlimited domestic calling & texting. Call 888-321-5880 or visit their web site for more information on how to apply for service.

www.assurancewireless.com

Oakland County

***New!* Oakland County Rent, Mortgage & Utility Relief Program**

Oakland County residents who have fallen behind on their rent, mortgage or utility payments because of a lost job or other income reduction due to the COVID-19 pandemic may be eligible for a one-time grant of up to \$15,000 per household. The program is for eligible Oakland County residents and will pay up to three months of past-due rent, mortgage, and utility bills as a result of a temporary job loss, reduction in work hours or other income hardship caused by the COVID-19 pandemic. Visit the web site for eligibility requirements or to apply.

www.oakgov.com/covid/grants/Pages/rent-mortgage-utility-relief.aspx

Applications may also be picked up or dropped off at three locations between 8:30AM-3:30PM:

Oakland County Community & Home Improvement

Oakland Pointe, Ste 1900
250 Elizabeth Lake Rd
Pontiac, MI 48341

South Oakland Health Office

27725 Greenfield Rd
Southfield, MI 48076

Novi 52-1 District Court Office

48150 Grand River Ave
Novi, MI 48374

Residents may also request an application be mailed to them by calling 248-858-0730. **Applications will be accepted through August 31, 2020.** A second phase begins October 1 to November 30, 2020. Applications will be accepted during each phase until funds are exhausted.

www.oakgov.com/covid/grants/Pages/rent-mortgage-utility-relief.aspx

Application:  www.oakgov.com/covid/grants/Documents/Rent-Assistance/application.pdf

Utility Resources during COVID-19

Oakland County

New! Oakland County Rent, Mortgage & Utility Relief Program *(continued)*

Residents of 53 Oakland County communities that participate in the county's community development block grant program are eligible to apply. Residents of Farmington Hills, Royal Oak, Southfield, and Waterford Township are not eligible as those communities receive funds directly from HUD. Bingham Farms, Lake Angelus, Novi Township, and Southfield Township do not participate in the block grant program.

Applications and supporting documentation may be submitted via e-mail to OCHousingRelief@oakgov.com. *Questions?* Call 248-858-0730 or e-mail, OCHousingRelief@oakgov.com.

Oakland, Macomb, & Wayne Counties

Jewish Family Service Resource Center

JFS collaborates with many partner organizations throughout the area to support all the needs of our community, including utility assistance. Their service area is primarily Oakland County, but they are also able to provide services within Macomb and Wayne Counties. Call and ask to speak with a Resource Specialist or complete the form on their web site below.

www.jfsdetroit.org/contact-us/

➔ 25900 Greenfield Rd Suite 405, Oak Park • 248-592-2313
(Crown Pointe Office Center)

Salvation Army Utility Assistance Programs

A major focus of the Salvation Army is on addressing heating and utility bill challenges, including helping people with shut off notices or who are facing a disconnection. Some of the programs available include DTE Match Program, PeopleCare, Share the Warmth, and conservation from WARM Training Center. Please call your nearest location below for more information. Search by zip code to locate other nearby locations and see the services they offer on the web site below:

centralusa.salvationarmy.org/usc/location-search/

Oakland County

- 3015 N Main St, [Royal Oak](#) | 248-585-5600
- 469 Martin Luther King Jr Blvd S, [Pontiac](#) | 248-334-2407
- 27500 Shiawassee Rd, [Farmington Hills](#) | 248-477-1153

Macomb County

- 24140 Mound Rd, [Warren](#) | 586-754-7400
- 55 Church St, [Mt Clemens](#) | 586-469-6712

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Oakland, Macomb, & Wayne Counties

Salvation Army Utility Assistance Programs *(continued)*

Wayne County

- 3729 W Chicago Rd, [Detroit](#) | 313-897-2914
- 11311-25 Montrose Ave, [Detroit](#) | 313-835-3736
- 3000 Conner St, [Detroit](#) | 313-822-2800
- 3737 Lawton, [Detroit](#) | 313-361-6136
- 26700 W Warren St, [Dearborn Heights](#) | 313-563-4457
- 2300 Venoy Rd, [Westland](#) | 734-722-3660
- 9451 S Main St, [Plymouth](#) | 734-453-5464
- 1258 Biddle Ave, [Wyandotte](#) | 734-282-0930

Oakland & Wayne Counties

Here to Help Foundation

Here to Help Foundation provides utility and other assistance directly to individuals in need and facing a financial emergency in Oakland and Wayne Counties. Visit their web site for eligibility requirements and email them for assistance.

www.heretohelpfoundation.org

➔ PO Box 480, Royal Oak, MI 48068

✉ heretohelpfoundation@icloud.com

Oakland & Livingston Counties

Oakland Livingston Human Services Agency (OLHSA)

To schedule an appointment for emergency utility assistance utility or weatherization assistance, call the number below for your county or [click here](#) to schedule an appointment online.

➔ 196 Cesar E Chavez Ave, Pontiac • 248-209-2600

www.olhsa.org/oakland-county

Oakland County: 248-479-6516

Livingston County: 517-292-2969

Utility Resources during COVID-19

Oakland, Macomb, Wayne, Genesee, Lapeer, & Washtenaw Counties

Water Residential Assistance Program (WRAP)

The Water Residential Assistance Program (WRAP) is a two-year program that provides funding to eligible, low-income homeowners to assist with water bills, water conservation, and self-sufficiency initiatives. Must live in a Great Lakes Water Authority service area: Oakland, Macomb, Wayne, Genesee/Flint, Lapeer, or Washtenaw County. Eligibility: must have household income, must live in the property, applicant must be responsible for water, and must be at or below 200% the Federal Poverty Level (FPL).

www.waynemetro.org/wrap