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.

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MORE GREAT ENERGY AND MONEY-SAVING PROGRAMS, RIGHT HERE!

EMERGENCY CRISIS SERVICE

Even if you make monthly payments all year, you may be at risk for disconnection if you do not pay your bill in full each month, or are not on a payment agreement. If you have a high balance and meet the crisis criteria you may qualify. To qualify for emergency crisis assistance:

- The household must have no heat/energy or will have no heat/energy by the end of the next working day.
- The preapproved range to alleviate the crisis is $300 to $750.
- The maximum amount allowed for deliverable fuel requests is the minimum fill plus trip charge (when applicable).
- The maximum amount for natural gas and electric requests is the utility's required down payment.

PREVENTION CRISIS 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.

- Prevention Assistance is at the discretion of the County.
- The current funded crisis assistance plans that are available at the time of your appointment.
- May require two payments on energy bill of at least $25 in the previous three (3) months to be eligible.

PLEASE: • Review your monthy 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. Energy Assistance and Weatherization 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.

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