

Many agencies in your area may be able to assist with other household needs, as well as heating assistance. One of the best ways to find assistance in your area is to call 2-1-1, which is a free phone service providing you with information about assistance and resources available in your area.

### Local assistance contacts includes:

#### The Michigan Department of Health and Human Services

(MDHHS) – Customer Service – 1-855-275-6424

#### The Home Heating Credit

(Michigan Department of Treasury) – 1-517-636-4486

#### The Heat And Warmth Fund

(THAW) – 1-800-866-THAW (8429)

#### Community Action Agency (CAA)\*

#### The Salvation Army\*

#### St. Vincent de Paul\*

#### Council on Aging\*

#### United Way\*

#### Local churches\*

\*Phone numbers available online or in a local phone directory.

### ENERGY EFFICIENCY REBATES

**CONTACT:** Efficiency United

Visit [www.encyciencyunited.com](http://www.encyciencyunited.com) or call (1-877-367-3191) for information on rebates available to SEMCO ENERGY Gas Company customers. Rebates are

available for new ENERGY STAR appliances, as well as for other energy conservation measures. ENERGY STAR® labeled products can reduce your energy bills by up to 20%. When you are ready to replace your heating and cooling systems or other appliances, find retailers near you by visiting [www.energystar.gov](http://www.energystar.gov).



### STATE EMERGENCY RELIEF (SER) PROGRAM

**CONTACT:** Michigan Department of Health and Human Services (MDHHS)

You do not have to be a client of MDHHS to apply for help with a past-due bill or a shut off notice through the SER. This

program provides most utility assistance during the crisis season, November 1 – May 31, however, limited assistance may be available outside of the crisis season. Contact your MDHHS caseworker for information or call MDHHS customer service at 1-855-275-6424. Some other community organizations and agencies are trained to help you complete the online application for SER. Find help near you at [www.mibenefitsaccess.org](http://www.mibenefitsaccess.org).

### HOME HEATING CREDIT

**CONTACT:** Michigan Department of Treasury

**Effective Dates:** January 1 through September 30

You can apply for a Home Heating Credit for the 2017 tax year beginning January 2018. To be eligible, you must meet the income guidelines as shown on the chart below and own or rent your residence (includes apartments and mobile homes). Additional benefits may be available if you are 65 or older, deaf, blind, or have another disability. Home Heating Credit claims must be filed before September 30, 2018, with the Michigan Department of Treasury. Please contact SEMCO ENERGY Gas Company once you have filed for the Home Heating Credit. Protection is available to allow time for the Energy Draft to be issued. Please keep a copy of your form with the number of exemptions claimed and the amount of the credit. You will be required to pay for the natural gas service used during the shut off protection period.

Exemptions	Income Ceiling
One	\$13,271
Two	\$17,871
Three	\$22,471
Four	\$27,071
Five	\$31,671
Six	\$36,271

For each exemption over six, add \$4,600.

### 2017 EARNED INCOME CREDIT (EIC)

**CONTACT:** Internal Revenue Service (IRS) or Tax Preparer

The Earned Income Tax Credit, EITC or EIC, is a benefit for working people with low to moderate income. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file. EITC reduces the amount of tax you owe and may give you a refund. For additional information visit [www.irs.gov/EITC](http://www.irs.gov/EITC).

### 2017 STATE EARNED INCOME CREDIT (SEIC)

**CONTACT:** Michigan Department of Treasury

For the 2017 tax year, a taxpayer may claim a Michigan Earned Income Tax Credit equal to a percentage of the federal earned income tax credit for which the taxpayer is eligible, if any. See the 2017 Michigan income tax booklet or contact the Michigan Department of Treasury for additional information at [www.michigan.gov/taxes](http://www.michigan.gov/taxes).

### LOW-INCOME WEATHERIZATION ASSISTANCE PROGRAM

**CONTACT:** Local Community Action Agency

Michigan's Weatherization Assistance Program (WAP) is a federally funded residential energy conservation program. WAP provides free home energy conservation services to eligible low-income homeowners and renters. These weatherization services can help you reduce your energy use and lower your utility bills. If you qualify, a trained inspector may assess your home and determine which conservation measures will be the most beneficial for you. Weatherization steps may include adding caulking and weather stripping; wall, basement, and attic insulation and ventilation; and smoke detectors. To be eligible, your household income must be at or below 200% of the federal poverty level or you are eligible if you participate in the Family Independence Program administered

by MDHHS or receive Supplemental Security Income. Visit <https://mcac.memberclicks.net> to find the Community Action Agency in your area.

### MILITARY PROTECTION

**CONTACT:** SEMCO ENERGY Gas Company

If you are the customer of record with the utility or the spouse of the customer of record and are deployed overseas in response to a declared war or undeclared hostilities, or are deployed within the United States in response to a declared national or state emergency, and the household income is reduced as a result, you may apply for shut off protection for up to 90 days. An extension may be requested. Verification of active duty status may be required.



### MICHIGAN VETERANS TRUST FUND (MVTF)

**CONTACT:** Michigan Veterans Trust Fund (MVTF)

The MVTF provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance. Contact MVTF at 1-800-MICHVET (642-4838) or [www.michigan.gov/dmva](http://www.michigan.gov/dmva) for information.

HOW TO REACH SEMCO ENERGY [www.semcoenergygas.com](http://www.semcoenergygas.com)

**CUSTOMER SERVICE:** 1-800-624-2019 or [customer.service@semcoenergy.com](mailto:customer.service@semcoenergy.com)

**GAS LEAKS AND OTHER EMERGENCIES:** 1-888-GAS-1-GAS (1-888-427-1427)

## MONTHLY ASSISTANCE PROGRAM (MAP)

**CONTACT:** SEMCO ENERGY Gas Company, St. Vincent de Paul, The Heat And Warmth Fund (THAW), Superior Watershed, or call 2-1-1

MAP is an income-based, budget program that provides eligible customers with a reduced budget. The program runs from October – September. You may also be eligible to receive relief for any current balance, up to \$1,000. You may qualify for MAP if you have a household income at or below 150% of federal poverty level. Enrollment in the program is limited.

HOUSEHOLD SIZE	MONTHLY INCOME
One	\$1,507.50
Two	\$2,030.00
Three	\$2,552.50
Four	\$3,075.00
Five	\$3,597.50
Six	\$4,120.00
Seven	\$4,642.50
Eight	\$5,165.00

Add \$522.50 for each additional household member.

## 2-1-1

2-1-1 is a free and confidential service that helps people find the local resources they need. Utility assistance is just one aspect of 2-1-1. This one number can connect callers with a variety of public and private health and human service agencies to match the caller's needs to available resources. 2-1-1 connects people with information and resources to build healthy and safe communities.



## CRITICAL CARE PROTECTION

**CONTACT:** SEMCO ENERGY Gas Company

If you or a household member require home medical equipment or a life-support system, you may provide a medical certification form from a physician or medical facility identifying the medical equipment or life-support system certifying that an interruption of service would be immediately life-threatening. Renewal is required on an annual basis. Please contact SEMCO to request a copy of the form or visit [www.semcoenergygas.com](http://www.semcoenergygas.com).

## SENIOR PROTECTION PROGRAM

**CONTACT:** SEMCO ENERGY Gas Company

**EFFECTIVE DATES:** November 1 through March 31

Any customer 65 years or older, regardless of income, who notifies SEMCO of their eligibility, is protected from shut off during the effective dates. At the end of this protection period, the total bill will be due unless arrangements are made to pay the balance in installment payments along with the current bill.

## MEDICAL EMERGENCY PROTECTION

**CONTACT:** SEMCO ENERGY Gas Company

If you or any household member has a qualifying, documented temporary medical emergency, you may be protected from shut off for nonpayment of your bill for up to 21 days. You must provide written proof certified by a physician or from a public health official that service shut off will aggravate an existing medical condition. Please contact SEMCO to request a copy of the form or visit [www.semcoenergygas.com](http://www.semcoenergygas.com).

## WINTER PROTECTION PROGRAM (WPP)

**CONTACT:** SEMCO ENERGY Gas Company

**EFFECTIVE DATES:** November 1 through March 31

The Winter Protection Program (WPP) may protect low-income and senior customers (65 years or older) from service shut off during the winter (November 1 - March 31). You may qualify for the plan if you have a household income at or below 150% of poverty level (as shown in the income guideline chart) or receive MDHHS food or cash assistance, Supplemental Security Income (SSI) or Medicaid. Participation in WPP does not relieve the

customer of responsibility of paying for natural gas usage, but will prevent heating season shut off if on-time payments are made. Any unpaid balance accrued through the winter months will be reconciled at the end of the protection period and will be split into monthly installments to be paid April - October along with the current bill.

HOUSEHOLD SIZE	MAXIMUM INCOME
One	\$18,090
Two	\$24,360
Three	\$30,630
Four	\$36,900
Five	\$43,170
Six	\$49,440
Seven	\$55,710
Eight	\$61,980

Add \$6,270 for each additional household member.

## \*\*PROVISIONS:

- You must apply through SEMCO for WPP and within 14 days provide proof of having applied for state assistance.
- You may sign up beginning November 1 by paying a minimum of 1/12th of any past-due amount.
- If you qualify, you will pay 7% of your estimated annual heating bill per month during the WPP period plus a portion of your arrears.
- When the WPP period ends March 31, your payment amount will change. You will pay your current bill plus your arrearage accrued from the WPP period in equal monthly installments from April – October. You may also choose to pay the total balance.



SEMCO ENERGY  
GAS COMPANY

# Connectivity

## SPECIAL ASSISTANCE EDITION

November / December 2017  
[www.semcoenergygas.com](http://www.semcoenergygas.com)

## SEMCO ENERGY GAS COMPANY PAYMENT ASSISTANCE PROGRAMS

*SEMCO ENERGY Gas Company coordinates with agencies throughout the state who offer assistance programs to help customers with their gas bills. Contact SEMCO as soon as you know you cannot pay your entire gas bill. You may be eligible for assistance from various agencies in your area or a payment plan may be set up to keep your bill up-to-date and avoid the risk of shut off.*