

# Michigan Home Heating Assistance Guide:

## 2024-2025 heating season

No one should be without heat this winter. All residential customers are protected from service disconnection for nonpayment of a delinquent account, regardless of income, from Nov. 1 through April 15. This guide includes resources and programs that you may be able to use this winter.

### Winter Protection Plan (WPP)

If you are a senior citizen or income-qualified, you may be eligible for protection against service disconnection and high utility bill payments during the heating season (Nov. 1 to March 31). **Participation does not relieve you of the responsibility to pay for energy use.** At the end of the protection period, customers participating in the plan must make arrangements to pay any money owed before the start of the next protection period.

*Winter disconnection protection does not apply if you have been disconnected or have a pending disconnection for unauthorized use of utility service within the past two years at your current address until all charges are paid or payment arrangements are made.*

### Medical emergency protection

If you or a member of your household has a medical emergency or protective services emergency, you may postpone service disconnection for nonpayment up to 21 days. Your condition must be certified by a physician or public health office on a Michigan Public Service Commission-approved Medical Certification form. The form must state the medical condition, medical equipment and specific time period a shutoff of utility service would make the medical condition worse.

### Critical care protection

You may be eligible for protection against service disconnection as well as service restoration if an interruption of service would be immediately life-threatening. After initial approval of a completed Commission-approved Medical Certification form, continued eligibility requires that annually you provide the company with a new completed Medical Certification form.

**The Commission-approved Medical Certification form is available at [uppermichiganenergy.com](http://uppermichiganenergy.com) or [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc).**

### Active duty in the military

If you or your spouse is called to full-time active military service during a time of declared national or state emergency or war, you may apply for service disconnection protection.

**For more information on the programs above, call us anytime at 800-242-9137.**



## Home Heating Credit

You may be eligible to receive assistance to help pay your winter heating bills. You can apply for a Home Heating Credit for the 2024 tax year if you meet income requirements. To apply for the credit, file your application with the Michigan Department of Treasury before Sept. 30, 2025. To find out if you qualify, or to request an application, call the Michigan Department of Treasury at 517-636-4486 or go to [www.michigan.gov/treasury](http://www.michigan.gov/treasury).

## Weatherization Assistance Program(WAP)

Low-income homeowners and renters may be eligible for this energy efficiency program that provides assistance to help weatherize homes and reduce heating bills. Weatherizing may include caulking, weather-stripping, home insulation and smoke detectors. To find out if you qualify, contact your local community action agency (CAA) or go to [www.michigan.gov/mdhhs/doing-business/weatherization/state-map-of-weatherization-operators](http://www.michigan.gov/mdhhs/doing-business/weatherization/state-map-of-weatherization-operators).

## State Emergency Relief program

State Emergency Relief (SER) is a crisis intervention program that provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. If you meet need and income requirements, you may qualify for this program. For more information or to find out if you qualify, contact the Michigan Department of Health and Human Services (DHHS) at [www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs) or apply online using MI Bridges at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges). If you need help applying, go to <https://newmibridges.michigan.gov/s/isd-find-community-partners>.

### Michigan contacts

	DHHS	CAA
Alger County	906-628-7002	906-228-6522
Baraga County	906-275-5050	906-353-6600
Delta County	906-786-5394	906-786-7080
Dickinson County	906-779-4100	906-774-2256
Gogebic County	906-663-6200	906-667-0283
Houghton County	906-482-0500	906-482-5528
Iron County	906-265-9958	906-774-2256
Marquette County	906-228-9691	906-228-6522
Menominee County	906-863-9965	906-786-7080
Ontonagon County	906-813-7006	906-884-2106

## Michigan Energy Assistance Program (MEAP)

Once a State Emergency Relief application has been submitted, additional assistance can be sought through agencies that provide MEAP energy assistance programs. For information about additional resources available in your area, call 211 or find a MI Bridges Navigator near you at <https://newmibridges.michigan.gov/s/isd-find-community-partners>.

## Additional low-income programs

The following programs are available to assist low-income households with nonutility matters.

### Lifeline phone service assistance

Contact your local telephone company

### Michigan Veterans Trust Fund Emergency Grant Program

800-642-4838 or [michigan.gov/mvaa](http://michigan.gov/mvaa)

### United Way

211 or [mi211.org](http://mi211.org)



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