

LOW-INCOME HOME WEATHERIZATION

Contact: NE MI Community Service Agency (NEMCSA)
(989) 471-3277 • 2375 Gordon Rd. • Alpena

Michigan's Weatherization Assistance Program (WAP) is a federally funded, low-income 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 will 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. Eligibility is based on your household income being at or below 150% of the federal poverty guidelines. If you participate in the Family Independence Program administered by the Department of Human Services, or receive Supplemental Security Income, you automatically qualify for this program. Contact your local Community Action Agency for more information.

MEDICAL EMERGENCY PROTECTION

Contact: Alpena Power Company (989) 358-4901
401 N. 9th Avenue • P.O. Box 188 • Alpena

You are protected from service shut-off for nonpayment of your natural gas and/or electric bill for up to 21 days if you or a member of your household has a proven medical emergency. You must provide written proof from a doctor or a notice from a public health official stating that the shut-off of service will aggravate the existing medical emergency. The certificate must identify the medical emergency and specify the period of time during which the shut-off will aggravate the emergency. If you or a member of your household requires home medical equipment or a life support system, you must provide documentation from a physician or medical facility identifying the equipment or life support system and certifying that an interruption of service would be immediately life threatening. The medical emergency form can be extended and service can be postponed for a total of 63 days in any 12-month period per household member. Annually, the utility is not required to grant shut-off extensions totaling more than 126 days per household.

STEPS FOR HELP

Assistance may be obtained from the following agencies and organizations after first contacting DHS:

St. Vincent DePaul	(989) 354-0777
Salvation Army	(989) 358-2769
Call Us For Help	(989) 354-2215

LINK-UP/LIFELINE

(This is an optional program that is provided for your information.)

Contact: Local Landline Telephone Company

Link-Up and Lifeline make basic local telephone service more affordable for income-eligible individuals and families in Michigan. Contact your local telephone company for details.

LOW INCOME HOME INTEREST LOANS

Contact: Michigan State Housing Development Authority (MSHDA)

MSHDA offers qualified low-income households low interest home improvement loans of 4% to 8%, depending upon income. Loans of 8% are also available to qualified landlords. Homeowners can borrow up to \$25,000 without any equity to add insulation, replace the furnace, install energy efficient windows and pay for other eligible energy improvements.

For more details visit the MSHDA website at www.michigan.gov/mshda and click on the Home Improvement link. Customers may also call (517) 373-8017

AFFORDABLE RENTAL HOUSING

Customers looking for affordable rental housing may use the free Michigan Housing Locator at www.MichiganHousingLocator.com.

The mission of Alpena Power Company is to provide in a responsible and environmentally compatible manner: for our customers, high quality, low cost services; for our employees, continuing development in a productive workplace; and for our shareholders, a fair rate of return on their investment.



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2008-2009 WINTER PROTECTION

STATE, FEDERAL AND COMPANY ASSISTANCE IS AVAILABLE FOR YOU!

To help assure that all Michigan residents have adequate heat throughout the winter of 2008/09, state and local agencies and utilities have joined in a cooperative effort to provide Michigan residents with information about energy assistance & conservation programs.

Contact Alpena Power Company immediately if you have a payment problem. Our collection department (989) 358-4901 will gladly work out payment arrangements with you.

Remember... You are encouraged to call your utility company as soon as you know you will be unable to pay your bill rather than waiting until you have a shut-off notice. Company representatives can advise you about available payment plans and assistance programs, and any additions or expansions to these programs.



Alpena Power Company
401 N. 9th Avenue
P.O. Box 188
Alpena, Michigan 49707

989-358-4900 1-866-358-4900
www.alpenapower.com

HOME HEATING ASSISTANCE & ENERGY CONSERVATION PROGRAMS FOR 2008-2009

WINTER PROTECTION PLAN

Michigan Public Service Commission (MPSC)
November 1, 2008 - March 31, 2009

Contact: Alpena Power Company (989) 358-4901
401 N. 9th Avenue • Alpena
DTE (formerly Mich Con) 1-800-477-4747

The Winter Protection Plan protects eligible senior and low-income customers from service shut-offs and high utility bill payments during the winter months (November 1 through March 31). If you are an eligible low-income customer, you may enroll in the Winter Protection Plan between November 1 and March 31. For the purposes of this program, a low-income customer is someone whose household income does not exceed 150% of the federal poverty level (see chart) or who receives any of the following: (1) Department of Human Services cash assistance, (2) Food Stamps, or (3) Medicaid. If you are an eligible low-income customer, you will not have utility service discontinued from November 1 through March 31, if you pay at least 7% of your estimated annual bill each month, and you make monthly payments of 1/12 of all past due bills. You are an eligible senior citizen customer if you are 65 years of age or older. You must notify your utility company of your eligibility. If you are an eligible senior citizen customer, you may enroll between November 1 and March 31. When Winter Protection ends (March 31), you must begin to pay the full monthly bill plus a portion of the amount owed from the winter months, each month from April 1 through October 31. If you are an eligible senior citizen and participate in the Winter Protection Plan, you are not required to make specific payments between November 1 and March 31 to ensure that your service will not be shut off. However, you are encouraged to pay whatever you can during the winter so you will not have large, unmanageable bills when the protection period ends.

Participation does not relieve customers from the responsibility for paying for electricity usage, but does prevent shut-off during the winter months. When the protection period ends March 31, you must pay your full monthly bill, plus part of the amount you owe from the winter months when you did not pay the full bill.

INCOME GUIDELINES (2008-2009)

Number of Household Members	150% of Poverty Guidelines Maximum Income	Number of Household Members	150% of Poverty Guidelines Maximum Income
1	\$15,600	5	\$37,200
2	\$21,000	6	\$42,600
3	\$26,400	7	\$48,000
4	\$31,800	8	\$53,400

Add \$5,400 for each additional household member.
All customers 65 years or older are eligible regardless of income.

SHUT-OFF PROTECTION FOR CUSTOMERS ON ACTIVE DUTY IN THE MILITARY

Contact: Alpena Power Company at (989) 358-4901

If you or your spouse is the customer of record with Alpena Power Company, and either of you is called to full-time active military service by the President of the United States or the Governor of Michigan during a time of declared national or state emergency or war, you may apply for shut-off protection for up to 90 days, and you may request an extension of this protection by re-applying. You must provide APC with verification of active duty status. At the end of the active duty period, you must notify Alpena Power Company. You will still be required to pay for the electric service used during your participation in this program and Alpena Power Company will set up a payment plan for all past due amounts to be paid within one year.

2008 EARNED INCOME TAX CREDIT (EITC)

**Contact: U.S. Treasury Department,
Internal Revenue Service**

The Earned Income Tax Credit (EITC) is a refundable federal income tax credit for low-income working individuals and families who meet certain requirements and file a tax return. Those who qualify will owe less in taxes and may get a refund. Even a person who does not generally owe income tax may qualify for the EITC, but must file a tax return to do so. If you are married, you must file jointly to qualify. To file, fill out Form 1040 or 1040A and attach the EITC form.

If you are raising a qualifying child in your home in 2008, you may also be able to receive part of the credit in your paycheck during the year with Advance EITC. Get form W-5 from your employer or call 1-800-TAX-FORM (1-800-829-3676).

2008 HOME HEATING CREDIT

Contact: Michigan Department of Treasury
1-800-367-6263 to order forms
1-800-827-4000 for specific questions or
www.michigan.gov/treasury

You may receive help to pay your winter heating bills by applying for a Home Heating Credit for the 2008 heating season. To apply, you must meet the income guidelines below.

Exemptions	Max. Income	Exemptions	Max. Income
1	\$11,443	4	\$23,329
2	\$15,415	5	\$27,301
3	\$19,386	6	\$31,243

(For each exemption over 6, add \$3,971)

You may claim an exemption for yourself, your spouse, and other dependents. Additional exemptions are available for seniors, disabled claimants, or claimants with 50% or more of their income from unemployment compensation.

Forms generally are available in mid- to late January wherever other tax forms are provided, from the Michigan Department of Treasury (call 1-800-367-6263), or on the Internet at www.michigan.gov/treasury. The Home Heating Credit claim form must be filed with the Michigan Department of Treasury before **September 30, 2009**.

2008 STATE EARNED INCOME CREDIT

Contact: Michigan Department of Treasury

For tax year 2008, a taxpayer may claim a Michigan earned income tax credit equal to 10 percent of the federal earned income tax credit for which the taxpayer is eligible, if any. The new Michigan credit will provide assistance to working families struggling to keep up with rising costs. The maximum credit for 2008 will be \$482, and the average credit amount is expected to be approximately \$190. Watch for additional information in the 2008 Michigan income tax booklet.

CRISIS ASSISTANCE PROGRAM

Contact: Alpena County
Department of Human Services
(989) 354-7200 711 W. Chisholm St. • Alpena

[State Emergency Relief Program \(SER\)](#)

You do not have to be a client of the DHS to apply for help through the SER. This program is available year-round, subject to the availability of funds, to assist low-income households that have a heat or electric shut-off notice, or a need for deliverable fuel. If you receive a DHS cash grant, you may vendor part of that grant towards heat and electric bills. Contact your DHS caseworker for information on the advantages of vrending a cash grant. For additional information, contact your local DHS office or call the Home Heating Hotline, 1-800-292-5650.