

WEATHERIZATION ASSISTANCE PROGRAM

Contact: NE MI Community Service Agency (NEMCSA)
(989) 358-4700
2375 Gordon Rd. • Alpena

Michigan's Weatherization assistance Program (WAP) is a federally funded, low-income residential energy conservation program providing free home energy conservation services to eligible homeowners and renters with a household income at or below 200% of the federal poverty level. You are also eligible if you participate in the Department of Human Services Family Independence Program or receive Supplemental Security Income (SSI). These weatherization services can help reduce energy use and lower utility bills. If you qualify, a trained inspector will assess your home and determine which measures will be the most beneficial for you. Measures may include adding caulking and weather stripping; wall, basement, and attic insulation and ventilation; and smoke detectors. Contact your local Community Action Agency or go to the www.mcaaa.org website for more information or to find the community action agency in your area. For additional information on saving energy and money, visit energy.gov/energysaver.

LINK-UP/LIFELINE

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

Contact: Local Landline Telephone Company

The 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 property owners. Homeowners can borrow up to \$25,000 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

MEDICAL EMERGENCY PROTECTION

Contact: Alpena Power Company (989) 358-4900
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.** If shutoff of service has occurred without any postponement being obtained, the utility shall restore service at no cost to the customer for 21 days. The medical emergency form can be extended and the shut-off of 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.

MICHIGAN VETERANS TRUST FUND (MVTF) EMERGENCY GRANT PROGRAM

Contact: Michigan Veterans Trust Fund at (517) 284-5299 or
<http://Michigan.gov/dmva>

The trust fund provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance.

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.



... low rates and exceptional reliability for Northeast Michigan!

2014-2015 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 2014/15, 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) 358-4900 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 2014-2015

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

Contact: Alpena Power Company at (989) 358-4900

If you or your spouse is the customer of record with Alpena Power Company, and either of you are 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.

2014 EARNED INCOME CREDIT (EIC)

Contact: U.S. Treasury Department, Internal Revenue Service at www.irs.gov/EITC

The Earned Income Credit (EIC) 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 EIC, 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 EIC form.

CRISIS ASSISTANCE PROGRAM

Contact: Alpena County Department of Human Services (DHS) (989) 354-7200 711 W. Chisholm St. • Alpena www.michigan.gov/mdhs

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 November 1 - May 31, provides most of its utility assistance during this crisis season. However, limited assistance is available outside the crisis season. 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 or call the Home Heating Hotline, 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.

UNITED WAY 2-1-1

Contact: Call 2-1-1 or UWmich.org/2-1-1
2-1-1 is a free phone service operating 24 hours per day providing callers information about resources that may be available in your area to help with utilities and other needs.

WINTER PROTECTION PLAN

Michigan Public Service Commission (MPSC)
November 1, 2013 - March 31, 2014

**Contact: Alpena Power Company (989) 358-4900
401 N. 9th Avenue • Alpena**

DTE (formerly Mich Con) 1-800-477-4747

The Winter Protection Plan protects enrolled, eligible senior and low-income customers from service shut-offs and high utility bill payments during the winter months (November 1 - 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 annual 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 including Supplemental Security Income (SSI), (2) Food assistance, or (3) Medicaid. **If you are an eligible low-income customer, you will not have utility service discontinued from November 1 - 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.** If you are an eligible senior citizen customer, age 65 years of age or older, 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 (2014-2015)

| Number of Household Members | 150% of Poverty Guidelines Maximum Income | Number of Household Members | 150% of Poverty Guidelines Maximum Income |
|-----------------------------|---|-----------------------------|---|
| 1 | \$17,505 | 5 | \$41,865 |
| 2 | \$23,595 | 6 | \$47,955 |
| 3 | \$29,685 | 7 | \$54,045 |
| 4 | \$35,775 | 8 | \$60,090 |

Add \$6,090 for each additional household member.
All customers 65 years or older are eligible regardless of income.

2014 STATE EARNED INCOME CREDIT

Contact: Michigan Department of Treasury at www.michigan.gov/treasury

For tax year 2014, 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. The Michigan credit will provide assistance to working families struggling to keep up with rising costs. Watch for additional information in the 2014 Michigan income tax booklet or visit the website at www.michigan.gov/treasury

2014 HOME HEATING CREDIT

**Contact: Michigan Department of Treasury
1-517-636-4486 to order forms
or visit their website at:
www.michigan.gov/treasury**

You may receive help to pay your winter heating bills by applying for a Home Heating Credit for the 2014 heating season. To apply, you must meet the income guidelines below.

| Exemptions | Max. Income | Exemptions | Max. Income |
|------------|-------------|------------|-------------|
| 1 | \$12,842 | 4 | \$26,243 |
| 2 | \$17,329 | 5 | \$30,728 |
| 3 | \$21,786 | 6 | \$35,186 |

(\$4,457 for each exemption over 6)

NOTE: Income Ceiling provided by MI Department of Treasury

You may claim an exemption for yourself, your spouse, and other dependents. Additional exemptions are available.

Forms generally are available in mid- to late January whenever other tax forms are provided. Or from the Michigan Department of Treasury by calling (517) 636-4486, or visit their website at www.michigan.gov/treasury. The Home Heating Credit claim form must be filed with the Michigan Department of Treasury before September 30, 2015.

MICHIGAN ENERGY ASSISTANCE PROGRAM

**Contact: Alpena Power Company (989) 358-4900
401 N. 9th Avenue * Alpena
DTE (formerly MichCon) 1-800-477-4747**

Shut off protection is provided from November 1 through April 15 for **ALL** residential customers (**regardless of income**) of any utility company providing electric service in Michigan, that has chosen not to collect the \$.97 monthly surcharge from its customers for the Low Income Energy Assistance Fund. Contact your utility for more information.