



2021-2022 Winter Protection Information
State, Federal and Company Assistance is available for you!

ALPENA POWER COMPANY
 401 N 9th Avenue, Alpena, MI 49707
 989-358-4900 or toll free 1-866-358-4900
www.alpenapower.com

Alpena Power Company (APC) is dedicated to supplying all of our residents with safe and reliable power. Please call APC at (989)358-4900 and our representatives can advise you about available payment plans and assistance programs. If you don't qualify for any of the programs listed below, our collection department will attempt to work out satisfactory payment arrangements with you.

ENERGY ASSISTANCE PROGRAMS

STATE EMERGENCY RELIEF PROGRAM (SER) – *Contact: MDHHS* at www.michigan.gov/mdhhs

SER is a crisis intervention program that provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. SER is supported by the Federal Low- Income Home Energy Assistance Program (LIHEAP). Eligibility is based on one of the following: • Demonstration of immediate need (past due/shut off notice), • Declared need for a deliverable fuel, • Verified need for energy-related home repair, • 150% of Federal Poverty Level (FPL), • Up to \$15,000 in cash assets and \$15,000 in material assets. Apply online: <https://newmibridges.michigan.gov>

HOME HEATING CREDIT – *Contact: Michigan Department of Treasury*

Apply for a Home Heating Credit (HHC) for the 2021 tax year to help pay winter heating bills, if you meet the listed household income guidelines and exemptions, due no later than **September 30th** of each year. You may claim an exemption for yourself, spouse, and other dependents. Forms are generally available mid-to-late January where tax forms can be found. Call Treasury at (517) 636-4486, or visit the website at www.michigan.gov/treasury. To find an agency that assists with tax preparation, **call 2-1-1 or visit their website** <https://mi211.org>. Customers of utilities regulated by the MPSC receive protection from shutoff of their heating fuel service from the time of filing a HHC form with Treasury until the time Treasury issues the credit. However, you **must contact** your utility company to let them know you filed for the HHC. Keep a copy of your filed HHC form with the number of exemptions claimed and the amount of the credit, to use when requesting the status of your application. You are still required to pay for the electric services used during the shutoff protection period.

INCOME GUIDELINES 2021 – 2022	
Number of Exemptions	110% of Federal Poverty Income Ceiling
0-1	\$ 14,168
2	\$ 19,162
3	\$ 24,156
4	\$ 29,150
5	\$ 34,144
6	\$ 39,138
7	\$ 44,132
8	\$ 49,126
Add \$4,994 for each additional exemption	

COVID EMERGENCY RENTAL ASSISTANCE (CERA) – *Michigan State Housing Development Authority at:* www.michigan.gov/cera

In addition to rental assistance, CERA provides heat, electric, deliverable fuels, water, sewer, and broadband assistance to applicants who must demonstrate COVID hardship. Examples of accepted hardships are posted on the website www.michigan.gov/cera including being qualified for unemployment benefits, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the COVID outbreak and can demonstrate a risk of experiencing homelessness or housing instability evidenced by a past due utility or rent notice. • Eligibility is 80% Area Median Income, • Utility caps can range from \$1,500 to \$2,300 with \$300 - \$500 for credits going forward depending on family size, • Up to 12 months of rental assistance, • Broadband benefit, • Online app portal and delivered through agencies (such as Community Action Agencies)

LOW-INCOME WEATHERIZATION ASSISTANCE PROGRAM (WAP) *Contact: NE MI Community Service Agency (989) 358-4700 • 2375 Gordon Rd • Alpena*

Michigan's Weatherization Assistance Program is a federally funded, low-income residential energy conservation program providing free home energy conservation services to eligible homeowners and renters. Contact your local Community Action Agency or go to: mcac.memberclicks.net/agency-locator-map for more information or to find the community action agency in your area. For additional information on saving energy and money, visit: www.energy.gov/energysaver

MICHIGAN VETERANS TRUST FUND EMERGENCY GRANT PROGRAM

Contact: MI Veterans Trust Fund at (800)642-4838 or www.michiganveterans.com.

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

UNITED WAY 2-1-1

2-1-1 is a confidential and free 24-hour phone and online service that links people with information or agencies that can help with utility assistance and other needs. Simply dial 2-1-1 or visit <https://mi211.org> and click Search Resource Database.



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SHUTOFF PROTECTION PROGRAMS

WINTER PROTECTION PLAN (WPP) – November 1, 2021 – March 31, 2022 - Contact: Alpena Power Co: (989)358-4900, 401 N. 9th Avenue, Alpena MI 49707

The Winter Protection Plan (WPP) protects enrolled seniors (age 65 and older) **and** low-income customers, whose annual household income is at or below 150% of the federal poverty level, from service shutoffs and high utility payments during the heating season (Nov 1–Mar 31). You may also enroll if you receive **any** of the following services: • MDHHS cash assistance including, • Supplemental Security Income (SSI), • Food Assistance (SNAP) or • Medicaid.

Income eligible customers must pay 7% of their estimated **annual** bill each month during the protection period. If an arrearage exists at the time you apply, you must pay the arrearage in equal monthly installments between the date you apply and the start of the next heating season. If you are low-income **and** your utility service was shut off before you applied for protection, APC can't require a fee, security deposit, or any amount greater than 1/12 of your arrearage in order to restore service or participate in the program. Customers 65 or older are eligible regardless of income. You are responsible for all service used. At the end of the protection period customers must arrange to pay the outstanding bill before the next heating season. Senior citizens whose utility service was shut off before applying for WPP, will be restored during the heating season without any payments. No specific payments are required during the heating season, you are **encouraged** to pay what you can to avoid large payments when the protection period ends. Participation does not relieve your responsibility for paying for electricity, but does prevent a shut off during the winter months. At the end of the protection period (March 31), low-income and seniors participating in the plan must arrange with APC to pay any money owed before the start of the next protection period.

INCOME GUIDELINES (2021-2022)	
NUMBER OF HOUSEHOLD MEMBERS	150% OF Poverty Guidelines Maximum Income
1	\$ 19,320
2	\$ 26,130
3	\$ 32,940
4	\$ 39,750
5	\$ 46,560
6	\$ 53,370
7	\$ 60,180
8	\$ 66,990
Add \$6,810 for each additional household member	

MICHIGAN ENERGY ASSISTANCE PROGRAM (MEAP)

Once an SER application has been submitted, additional assistance can be sought through agencies that provide MEAP programs, including services that will enable participants to become or move toward becoming self-sufficient, assist participants in paying their energy bills on time, budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in energy efficiency. To apply, call 2-1-1 or find an MI Bridges Navigator near you newmibridges.michigan.gov. MEAP is supported by the state's LIEAF. Electric utilities that choose not to collect for the LIEAF shall not shut off service to customers for non-payment between Nov 1 and Apr 15. For a list of electric providers that opted-out of collecting the LIEAF, go to: www.michigan.gov/energygrants

SENIOR CITIZENS – Contact: Alpena Power Company 989-358-4900

Account holders age 65 and older are protected from disconnection of service between Nov 1 and Mar 31, at the customer's documented personal residence. APC will restore service for seniors during the heating season without payment of the past due, deposits, reconnection fees, or other charges. At the end of the season, the account will be set up on a payment plan.

ACTIVE DUTY IN THE MILITARY – Contact: Alpena Power Company 989-358-4900

If you or your spouse is the utility company customer of record 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 national or state emergency or war, you may apply for shut-off protection of your electric service for up to 90 days. Contact APC to set up a payment plan for all past due amounts to be paid within twelve months. You will still be required to pay for services used while in the program.

MEDICAL EMERGENCY PROTECTION – Contact: Alpena Power Company 989-358-4900

You can obtain a medical hold to prevent service from being shutoff for nonpayment on your electric bill, for 21 days, if you or a member of your household has an existing medical condition that would be aggravated by the lack of utility service. You must complete an MPSC approved form, that is certified by a physician or public health office, which states the medical condition, equipment used and the specific time period a shutoff of utility service would make the medical condition worse. You can obtain an extension of the medical hold and a postponement of shutoff of service for a total of 63 days (3 separate medical holds) in any 12-month period per household member. Annually, the utility is not required to grant shutoff extensions totaling more than 126 days per **household**. Customers would be granted a 3-business day grace period from shutoff of utility service for time to have the Medical Certification Form completed. The form is available from APC and on their website www.alpenapower.com.

CRITICAL CARE PROTECTION – Contact: Alpena Power Company 989-358-4900

A customer or household can prevent service from being shutoff for nonpayment if there is a critical care customer in the home and interruption of service would be immediately life threatening. You must complete an MPSC approved form, that is certified by a physician or public health office, which states the medical equipment or life support system in the home. Customers are granted a 3-business day grace period, from shutoff of utility service, for time to have the Medical Certification Form completed. You will be contacted by APC prior to scheduled service interruptions. If a critical care status changes, APC **must** be informed and forms must be updated **annually**. The form is available from APC and on their website, www.alpenapower.com