
From: DCF BWF Work Programs Help Desk <BWFWorkProgramsHD@wisconsin.gov>
Sent: Monday, December 6, 2021 7:16 AM
To: DCF DL DFES BWF W-2 REGIONAL STAFF <DCFDLDFESBFW-2REGIONALSTAFF@wisconsin.gov>; DCF DL DFES BWF W-2 Agency Directors <DCFDLDFESBFW2AgencyDirectors@wisconsin.gov>; DCF DL DFES BWF W-2 Agency CARES Coordinators <DCFDLW-2AgencyCARESCoordinators@wisconsin.gov>; DCF DL DFES BWF TJ TMJ <DCFDLDFESBFWTJTMJ@wisconsin.gov>
Subject: Energy Assistance Resources

Hello Partners,

As we settle into fall and prepare for another Wisconsin winter, the Bureau of Working Families is sharing energy assistance resources available to low-income families and individuals:

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Wisconsin Home Energy Assistance Program (WHEAP):

[WHEAP](#) is designed to assist low-income families in heating and electric costs. This program pays benefits directly to the utility provider to decrease the home's energy costs. Benefits are determined by household size, income, and energy costs. The income guidelines for the current year are available in the Department of Administration (DOA) [WHEAP Press Release](#).

WHEAP is available from October 1, 2021 until May 15, 2022.

For application and eligibility information call **1-866-HEATWIS (432-8947)** or contact the [local WHEAP agency](#) in your area. You may also apply for benefits online through the [Wisconsin Home Energy Plus Application](#).

Wisconsin Emergency Rental Assistance (WERA):

[WERA](#) provides up to 12 months of assistance to renters experiencing housing instability, loss of income, or financial struggles due to the COVID-19 pandemic. WERA can assist renters with current and overdue utility and energy bills as well as rent payments. See [WERA FAQs](#) and the [DOA WERA webpage](#) for more information about the program and eligibility criteria.

You can apply for WERA at your [local Community Action Agency](#) or through Energy Services, Inc by emailing support@wera.help or calling **1-833-900-9372**.

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Energy Assistance Program (Milwaukee County):

The [Energy Assistance Program](#) provides a one-time payment to eligible Milwaukee County residents to assist in electric and heating bills. This program pays a portion of energy costs directly to the service provider. The benefit amount is determined by household size, income, and energy costs. Eligibility information can be found on the attached flyer.

All Energy Assistance Program application appointments are currently conducted over the phone. To apply for the Energy Assistance Program you may [schedule a phone appointment](#), call **(414) 270-4-MKE**, or **2-1-1** to have an operator schedule an appointment for you, or you may [apply online](#) directly.

Emergency Assistance (EA):

If all energy crisis resources available have been exhausted, agencies can assist individuals in applying for [EA](#). As of December 11, 2021, all individuals will be able to apply for EA online through [ACCESS](#), see [Operations Memo 21-24](#) for more information.

As a reminder, Wisconsin law prohibits utility companies from disconnecting the heat from customers during the winter moratorium. The winter moratorium is in effect from November 1, 2021 until April 15, 2022. However, any missed payments will be added to the following month's bill.

Anyone who has missed utility payments should contact their service provider to request a repayment plan. Local utility companies are required to provide a payment plan based on the customer's ability to pay upon request by the customer.

If a customer has attempted to resolve a problem with the local utility company and the problem was not resolved, the customer may contact the State of Wisconsin Public Service Commission (PSC) at (800) 225-7729 or through [PSC's website](#).

This email will be posted to the [BWF Work Programs Help Desk Website](#).



**ENERGY ASSISTANCE
THAT WILL HELP YOU
SAVE MONEY!**



Through the Wisconsin Home Energy Assistance Program, qualified Milwaukee County residents receive a one-time annual payment* to make your heating and electric bills more affordable! Make your money go further while keeping your home warm and your family safe. That's something we can all feel good about.

RECEIVING ENERGY ASSISTANCE IS AS EASY AS 1-2-3!

1 SEE IF YOU QUALIFY!

2021 - 2022 HOME ENERGY INCOME GUIDELINES		
HOUSEHOLD SIZE	ONE MONTH INCOME	ANNUAL INCOME
1	\$2,591.92	\$31,103
2	\$3,389.42	\$40,673
3	\$4,186.92	\$50,243
4	\$4,984.42	\$59,813
5	\$5,781.92	\$69,383
6	\$6,579.42	\$78,953
7	\$6,729.00	\$80,748
8	\$6,878.50	\$82,542

2 MAKE AN APPOINTMENT or complete your application online!



Apply between October 1 - May 15



Visit **KEEPWARMKE.ORG**

OR



Call **270-4-MKE (4653)**
Dial 2-1-1 for after-hours help.

THE HOME ENERGY + PROGRAM USES A PREVIOUS ONE-MONTH INCOME TEST WHICH IS ANNUALIZED TO DETERMINE PROGRAM INCOME ELIGIBILITY. INCOME FOR PEOPLE WHO ARE SELF-EMPLOYED, FARMERS OR SEASONAL WORKERS IS BASED ON FEDERAL INCOME TAX FORMS FOR THE PREVIOUS YEAR.

3 DUE TO COVID-19, ALL APPOINTMENTS ARE BEING CONDUCTED BY PHONE. (A team member will call you at your scheduled appointment time to process your application.)

You may also qualify for services like furnace repair, weatherization and crisis benefits! See our Additional Services flyer for details.

* Funding covers a portion of energy costs; it is not intended to pay your entire energy bill. How much funding you receive depends on several factors, including your income, size of your home or apartment, and energy costs. (In most cases, the annual Energy Assistance monetary benefit will be paid directly to your energy supplier.)





MILWAUKEE COUNTY ENERGY ASSISTANCE IS JUST A PHONE CALL OR WEB VISIT AWAY!

WHAT TO HAVE READY:

SOCIAL SECURITY NUMBERS AND DATES OF BIRTH

for everyone in the household.

PROOF OF WISCONSIN RESIDENCY / U.S. CITIZENSHIP

- Driver's license, utility bill, or property tax record; document showing lawful immigration status for non-citizens.

HEATING / ELECTRIC COSTS

- Account number, household heating costs for last 12 months and copies of your electric bill.

PROPERTY OWNERSHIP INFORMATION

- Name, address, phone number of landlord or property management company, and your lease/rental agreement.

INCOME

- Provide evidence (check stubs, tax documents, award letters, etc.) of your entire household's gross income for the ONE month prior to the month of application, such as:
 - Wages
 - Unemployment
 - Self-Employment Income
 - Social Security/Supplemental & Social Security Disability Insurance (SS/SSI and SSDI)
 - Statement of person to person loan or gift of money
 - Pensions, Annuities, IRAs
 - Child Support Payments
 - Temporary Assistance for Needy Families (TANF) / Wisconsin Works (W2) Benefits

FOR MORE INFORMATION, VISIT KEEPWARMKE.ORG

WHERE TO FIND US!

DUE TO COVID-19, OUR ENERGY ASSISTANCE OFFICE LOCATIONS AROUND GREATER MILWAUKEE ARE TEMPORARILY CLOSED, BUT WE'RE ALWAYS AVAILABLE ONLINE OR BY PHONE TO SERVE YOU!

REGULAR HOURS:

MONDAY - FRIDAY 8 am - 5 pm



Make an appointment online or call during business hours. Last daily application interviews are at 4:30 and are subject to availability.

EXTENDED HOURS OCT 1 - 31, 2021

Check our website for additional extended hours!

MONDAY:	8:00 am - 7:00 pm
TUESDAY:	8:00 am - 7:00 pm
WEDNESDAY:	8:00 am - 5:00 pm
THURSDAY:	8:00 am - 7:00 pm
FRIDAY:	8:00 am - 5:00 pm
SATURDAY:	8:00 am - 12:00 pm

VISIT KEEPWARMKE.ORG OR CALL 270-4-MKE (4653) FOR AN APPOINTMENT!

