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Sent: Monday, December 6, 2021 7:16 AM
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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](#).