

# Utility Customer Service Information



## Winter Protection Plan 2021-2022

The Winter Protection Plan may protect certain qualifying customers from service shut off and high payments during the winter months (November 1<sup>st</sup> through March 31<sup>st</sup>). Customers are responsible for all electricity and water used, but some of the costs can be deferred. Participation does not relieve customers from the responsibility of pre-existing balances or payment for the electricity and water usage; it only prevents shut off during the winter months. If you are low-income, you must pay at least 7% of your estimated annual bill each month during the protection period.

**If you're an eligible senior citizen customer participating in the Winter Protection Plan you are not required to make a specific payment between November 1 and March 31, your service will not be shut off. However, seniors are encouraged to pay whatever they can during the Winter Protection period to avoid having an excessively high bill that may result in a shutoff notice for non-payment once the protection period is over.**

Eligible customers may sign up for the Winter Protection Plan beginning November 1<sup>st</sup>. You are eligible for the Winter Protection Plan if:

- You are 65 years of age or older, regardless of income
- You are full time active military personnel
- You are qualified for a certified medical emergency relief program or have been documented as a critical care customer, Medicaid or food stamp recipient, including Supplement Security Income (SSI)
- Your household income does not exceed 150% of the federal poverty guidelines and you comply with the Winter Protection Plan

At the end of the winter months, any under collection as a result of participation in the Winter Protection Plan may result in a true-up and calculation of the payments due through the start of the next winter season. In addition to the past due payments, the customer will have to pay the current bills in full each month.

**You must complete and return a new Winter Protection application to our office each year.**

**If you have any questions regarding the winter Protection program, please call Utility Customer Service at 989-894-8104.**

### Income Eligibility

# of Household Members	Maximum Income
1	\$19,320
2	\$26,130
3	\$32,940
4	\$39,750
Add \$6,810 for each additional household member	