

These flow charts were developed by the Macomb Veterans Action Collaborative (MVAC) and are posted at: mvac.macombgov.org

For hard copies of this flow chart, contact the Macomb Department of Veteran Services, (586) 469-6507 or laura.rios@macombgov.org

UTILITY ASSISTANCE LOWERING ENERGY BILLS

VETERAN

WEATHERIZATION SERVICES

Whole house audits and installation of energy efficient measures to lower utility bills and reduce energy use for income-eligible families and individuals.

Call the Macomb Community Action - Home Preservation/Energy office, (586) 469-6329.

FURNACE REPAIR OR REPLACEMENT

Up to \$4,000 (lifetime benefit) toward furnace repair or replacement for income-eligible home owners when the repair/replacement will eliminate potential hazards and restore the home to safe and livable conditions.

Contact your local Macomb DHHS office:

Sterling Heights	(586) 254-1500
Mt. Clemens	(586) 469-7700
Warren	(586) 427-0600

WATER HEATER REPAIR OR REPLACEMENT

Up to \$1500 (lifetime benefit) for water heater repair or replacement for income-eligible home owners when the repair/replacement will eliminate potential hazards and restore home to safe and livable conditions.

Contact your local Macomb DHHS office:

Sterling Heights	(586) 254-1500
Mt. Clemens	(586) 469-7700
Warren	(586) 427-0600

BUDGET PROGRAMS FOR ANY VETERAN WITH A UTILITY ACCOUNT

There are many programs available from utility companies. For more information on ALL of their programs, go to the utility company's website:

SEMCO
(800) 624-2019
<http://www.semcoenergygas.com/main/content?page=61&SideParent=0>

DTE ENERGY
(800) 477-4747
<https://www.newlook.dteenergy.com/wps/wcm/connect/dte-web/home/billing-and-payments/common/energy-assistance/low-income-self-sufficiency-plan>

CONSUMERS ENERGY
(800) 477-5050
<https://www.consumersenergy.com/residential/programs-and-services/payment-assistance>

HOUSING REPAIRS

Federal funds may be available for housing repairs that will result in the home meeting applicable property standards. If you live in the following communities, you need to contact the community. Available from five Macomb County communities or the County.

Clinton Twp.	(586) 286-9325
Roseville	(586) 445-5423
St. Clair Shores	(586) 447-3340
Sterling Heights	(586) 446-2724
Warren	(586) 574-4686

All other communities, contact Macomb Community Action - Community Development, (586) 466-6256.

Additional assistance may be available for veterans through Macomb County Veteran Services, (586) 469-5315.

Up to \$1500 (lifetime benefit) for home repairs for income-eligible home owners when the repair will eliminate potential hazards and restore home to safe and livable conditions.

Available from Macomb DHHS offices.

Sterling Heights	(586) 254-1500
Mt. Clemens	(586) 469-7700
Warren	(586) 427-0600

Additional assistance may be available for veterans through Macomb County Veteran Services, (586) 469-5315.

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UTILITY ASSISTANCE FOR UTILITY SHUT OFF, RESTORATION OR TRANSFER OF SERVICE

Help is available 12 months a year.

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AT CURRENT ADDRESS	TO BEGIN SERVICE AT A NEW ADDRESS
<p>FOR PAYMENT ARRANGEMENTS, SHUT OFF PROTECTION, AND WINTER PROTECTION, FIRST CONTACT THE UTILITY COMPANY. IF THE VETERAN HAS DEFAULTED ON A PREVIOUS PAYMENT ARRANGEMENT, S/HE MAY NOT BE ELIGIBLE TO APPLY AGAIN.</p> <p>Consumers Energy (800) 477-5050 www.consumersenergy.com DTE Energy (800) 477-4747 www.my.dteenergy.com SEMCO Gas Co. (800) 624-2019 www.semcoenergygas.com</p>	<p>THE VETERAN/SPOUSE WILL NEED TO CONTACT THE UTILITY COMPANY AND REQUEST THE PAST DUE BALANCE BE TRANSFERRED TO THE CURRENT OR ANTICIPATED ADDRESS (THE ADDRESS THE CUSTOMER IS MOVING TO). ONCE THE COMBINED NEW BALANCE CREATES A THREAT OF DISCONNECTION AT THE CURRENT ADDRESS (WHERE THE CUSTOMER CURRENTLY LIVES).</p>

FOR UTILITY ASSISTANCE OR UTILITY RESTORATION FOR VETERANS IN MACOMB COUNTY, THE VETERAN/SPOUSE MUST FIRST APPLY ONLINE FOR STATE EMERGENCY RELIEF (SER) FUNDS FROM DHHS. DHHS MAY ONLY CONTRIBUTE UP TO \$850.00 PER UTILITY (GAS, ELECTRIC, ETC.).

ONLINE APPLICATIONS MAY BE COMPLETED AT LOCAL DHHS OFFICES OR AT DHHS ACCESS OR NAVIGATION PARTNER AGENCIES.

DHHS LOCAL OFFICES	DHHS ACCESS PARTNER AGENCIES	DHHS NAVIGATION PARTNERS
<p>COMPUTERS ARE LOCATED IN THE LOBBIES OF ALL MACOMB DHHS OFFICES. TO USE MIBRIDGES, THE CLIENT MUST HAVE OR CREATE A USER ACCOUNT WITH A USERNAME AND PASSWORD. EACH OFFICE HAS A LOBBY MANAGER TO ASSIST CLIENTS WHO NEED HELP USING THE SELF SERVICE KIOSKS</p>	<p><u>DHHS ACCESS PARTNER AGENCIES PROVIDE COMPUTERS, TABLETS, OR MOBILE DEVICES FOR CLIENTS TO USE MIBRIDGES TO APPLY FOR A SER BUT NO ONE TO HELP WITH COMPLETING THE APPLICATION.</u></p> <p>IF THE VETERAN NEEDS ACCESS TO A DEVICE TO LOG ON TO MIBRIDGES, S/HE CAN FIND THE PUBLIC DIRECTORY OF THESE PARTNERS ON MIBRIDGES BY SCROLLING TO THE BOTTOM OR CLICKING ON THE “?” ICON OR CONTACT MIBRIDGES IN THE FOOTER.</p>	<p>DHHS NAVIGATION PARTNERS HAVE COMPUTERS AND RESOURCE PEOPLE AVAILABLE TO HELP COMPLETE THE SER APPLICATION.</p> <p>MACOMB COMMUNITY ACTION CENTERS: CENTRAL: 196 N. Rose St., Mt. Clemens, MI 48043, (586) 469-6964 SOUTH: 11370 Hupp, Warren, MI 48089, (586) 759-9150</p> <p>IF THE VETERAN NEEDS ONE-ON-ONE ASSISTANCE OR NEEDS ACCESS TO A DEVICE TO LOG ON TO MI BRIDGES, S/HE CAN FIND THE PUBLIC DIRECTORY OF THESE PARTNERS ON MIBRIDGES BY SCROLLING TO THE BOTTOM OR CLICKING ON THE “?” ICON OR CONTACT MIBRIDGES IN THE FOOTER.</p>

IF APPROVED, A “DECISION NOTICE” WILL BE GIVEN TO THE VETERAN/SPOUSE BY DHHS. IF THE REQUEST HAS BEEN DENIED OR ONLY PARTIALLY FUNDED, CONTACT THE MACOMB COUNTY VETERAN SERVICES OFFICE, (586) 469-5315 FOR POSSIBLE ELIGIBILITY FOR THE TRUST FUND OR RELIEF FUND.

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UTILITY ASSISTANCE: FUEL OIL, PROPANE, COAL

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FOR FUEL OIL, PROPANE AND COAL UTILITY ASSISTANCE IN MACOMB COUNTY, THE PERSON/FAMILY MUST FIRST APPLY FOR STATE EMERGENCY RELIEF (SER) FUNDS FROM DHHS. THE INDIVIDUAL/FAMILY MAY BE REQUIRED TO PAY A PORTION OF THE BILL. DHHS MAY ONLY CONTRIBUTE UP TO \$1200.00 FOR A 30 DAY SUPPLY OF DELIVERABLE FUEL.



ONLINE APPLICATIONS MAY BE COMPLETED AT LOCAL DHHS OFFICES OR AT DHHS ACCESS OR NAVIGATION PARTNER AGENCIES.

DHHS LOCAL OFFICES	DHHS ACCESS PARTNER AGENCIES	DHHS NAVIGATION PARTNERS
<p>COMPUTERS ARE LOCATED IN THE LOBBIES OF ALL MACOMB DHHS OFFICES. TO USE MIBRIDGES, THE CLIENT MUST HAVE OR CREATE A USER ACCOUNT WITH A USERNAME AND PASSWORD. EACH OFFICE HAS A LOBBY MANAGER TO ASSIST CLIENTS WHO NEED HELP USING THE SELF SERVICE KIOSKS</p>	<p><u>DHHS ACCESS PARTNER AGENCIES PROVIDE COMPUTERS, TABLETS, OR MOBILE DEVICES FOR CLIENTS TO USE MIBRIDGES TO APPLY FOR A SER BUT NO ONE TO HELP WITH COMPLETING THE APPLICATION.</u></p> <p>IF THE VETERAN NEEDS ACCESS TO A DEVICE TO LOG ON TO MIBRIDGES, S/HE CAN FIND THE PUBLIC DIRECTORY OF THESE PARTNERS ON MIBRIDGES BY SCROLLING TO THE BOTTOM OR CLICKING ON THE “?” ICON OR CONTACT MIBRIDGES IN THE FOOTER.</p>	<p><u>DHHS NAVIGATION PARTNERS HAVE COMPUTERS AND RESOURCE PEOPLE AVAILABLE TO HELP COMPLETE THE SER APPLICATION.</u></p> <p>MACOMB COMMUNITY ACTION CENTERS: CENTRAL: 196 N. Rose St., Mt. Clemens, MI 48043, (586) 469-6964 SOUTH: 11370 Hupp, Warren, MI 48089, (586) 759-9150</p> <p>IF THE VETERAN NEEDS ONE-ON-ONE ASSISTANCE OR NEEDS ACCESS TO A DEVICE TO LOG ON TO MI BRIDGES, S/HE CAN FIND THE PUBLIC DIRECTORY OF THESE PARTNERS ON MIBRIDGES BY SCROLLING TO THE BOTTOM OR CLICKING ON THE “?” ICON OR CONTACT MIBRIDGES IN THE FOOTER.</p>



IF APPROVED, A DECISION NOTICE WILL BE GIVEN THAT THE VETERAN BY DHHS. IF THE REQUEST HAS BEEN DENIED OR ONLY PARTIALLY FUNDED, THE VETERAN MAY TAKE THE NOTICE TO THE MACOMB COUNTY VETERAN SERVICES OFFICE TO ASSESS ELIGIBILITY FOR THE TRUST FUND OR RELIEF FUNDS.

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UTILITY ASSISTANCE WATER BILL

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VETERAN

HELP WITH PAYING A WATER BILL THE WATER RESIDENTIAL ASSISTANCE PROGRAM (WRAP)

✓	QUALIFICATIONS
	IS A RESIDENT OF CENTER LINE, CHESTERFIELD TOWNSHIP, CLINTON TOWNSHIP, EASTPOINTE, FRASER, MACOMB TOWNSHIP, NEW HAVEN, SHELBY TOWNSHIP, ST. CLAIR SHORES, STERLING HEIGHTS, UTICA, OR WASHINGTON TOWNSHIP
	HAVE INCOME AT OR BELOW 150% OF POVERTY
	IN ADDITION, QUALIFIED PARTICIPANTS MUST PROVIDE:
	PROOF OF RESIDENCY AND INCOME
	RENTER'S PROOF OF RESPONSIBILITY FOR WATER ON LEASE
	... AND STAY CURRENT ON MONTHLY BILL PAYMENTS.



If not living in one of these communities, go to the local Department of Health and Human Services (DHHS) and ask for "SER" funding for help with the water bill, SER funding is available year round. Clients are eligible for \$175.00 every fiscal year plus a payment of \$70.00 to reconnect the water if it has been shut off.

Once that resource has been used, then contact Macomb Community Action for help with the water bill.

HELP AVAILABLE
UP TO \$1,000 PER HOUSEHOLD PER YEAR. \$25.00 MONTHLY BILL CREDIT AND HELP WITH PAST DUE WATER BILLS
HOME WATER AUDIT FOR HOUSEHOLDS ABOVE 120% OF AVERAGE USAGE
HOME REPAIRS UP TO \$1,000 PER HOUSEHOLD TO FIX MINOR PLUMBING ISSUES LEADING TO HIGH USAGE. (Only for high water users above 120% of average usage)
WATER SAVINGS KITS AND CONSUMER TRAINING CLASSES
SUPPORTIVE SERVICES
TO ENROLL, CALL THE WATER RESIDENTIAL ASSISTANCE PROGRAM (WRAP) (313) 386-9727 OR VISIT: www.waynemetro.org/wrap

DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) STATE EMERGENCY RELIEF FUNDING (SER)

(SER is emergency support designed to maintain low-income households that are normally able to make ends meet but occasionally need help when unexpected emergency situations arise.)

STERLING HEIGHTS OFFICE (586) 254-1500
serving Armada, Lenox Township, Memphis, New Haven, Richmond, the Macomb County section of Rochester, Romeo, Sterling Heights, Utica, Washington Township

MT. CLEMENS OFFICE (586) 469-7700
serving Chesterfield Twp, Clinton Twp, Harrison Twp, Mt. Clemens, New Baltimore, St. Clair Shores.

WARREN DISTRICT (586) 427-0600
serving Center Line, Eastpointe, Fraser, Roseville, Warren

IF, AFTER THE DECISION FROM DHHS (DENIED OR ARE ASSISTED), THE VETERAN NEEDS MORE RESOURCES TO RESOLVE THEIR EMERGENCY), THEN CONTACT MACOMB COMMUNITY ACTION CENTERS:

MACOMB COMMUNITY ACTION CENTERS

NORTH CENTER, NEW HAVEN (586) 749-5146
Communities north of 23 Mile Road: Armada, Bruce Twp., Chesterfield, Macomb, Shelby Twp., New Baltimore, Lenox, Memphis, New Baltimore, New Haven, Ray, Richmond, the Macomb section of Rochester, Romeo, Washington.

CENTRAL CENTER, MT. CLEMENS (586) 469-6964
serving Clinton Township, Fraser, Harrison Twp., Mt. Clemens, Chesterfield, Lenox Twp., Macomb, St. Clair Shores, Shelby Township, Sterling Heights, Utica

SOUTH CENTER, WARREN (586) 759-9150
serving Center Line, Eastpointe, Roseville, and Warren

AFTER DECISION FROM MACOMB COMMUNITY ACTION (DENIED OR ARE ASSISTED) BUT THE VETERAN NEEDS MORE RESOURCES TO RESOLVE THEIR EMERGENCY), THEN CONTACT MACOMB VETERAN SERVICES, (586) 469-5315.

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UTILITY ASSISTANCE SPECIAL CIRCUMSTANCES

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A CRITICAL CARE* VETERAN AND VETERANS EXPERIENCING A MEDICAL EMERGENCY THAT WILL BE AGGRAVATED BY A LACK OF UTILITY SERVICE NEEDS UTILITY ASSISTANCE.

To qualify for the program, critical care veterans must annually complete a Medical Certification Form, available at the utility's website:

Gas: <https://accel.michigangasutilities.com/home/pdf/medical.pdf>

Electric: <https://www.newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/web-form>

The Medical Certification Form must be signed by a physician or public health official and the completed submitted to the customer's utility for review to ensure that gas or electric service will not be interrupted because a service bill is not paid.

Veterans participating in this program are still urged to apply for help to pay their utility bills. (See pages 1 - 5)

The rules also keep allow for avoiding utility service shut-offs, with extensions, for up to 63 days, if a customer or a member of a customer's household has an emergency medical condition that will be aggravated by a lack of utility service. These veterans must also submit a completed Medical Certification Form to their utility to qualify for the extension.

**A critical care customer is defined as someone requiring home medical equipment or a life support system and for whom any interruption of service would be immediately life-threatening.*

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UTILITY ASSISTANCE HOME HEATING CREDIT

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The Homestead and Home Heating Credit are two free money programs to help low-income Michigan residents. If you don't have a Tax filing requirement you will still want to file to receive these two free money credits. **YOU DO HAVE TO HAVE INCOME.** If your income is roughly under \$13,000 for a single person (there is a scale for married and those with dependents) than you will more than likely qualify for the Home Heating Credit. The Home Heating Credit uses a formula based on your income that will indicate what you will pay. If you pay for heat, then the heating credit will automatically be credited to your heat bill. If your heat is included in your rent, then you will receive a check for one half the amount.

A LOW-INCOME VETERAN WANTS TO APPLY FOR A HOME HEATING CREDIT.

THE LOW-INCOME VETERAN IS REQUIRED TO FILE MICHIGAN INDIVIDUAL INCOME TAX RETURN (MI-1040)

Submit the Home Heating Credit Claim (MI-1040CR-7) with the MI-1040.

The due date for filing a Home Heating Credit Claim is September 30.

For more information about the Home Heating Credit, go to:

https://www.michigan.gov/documents/mpsc/home_heating_credit_361574_7.pdf

For a list of free tax preparation sites, call 2-1-1 or (800) 552-1183.

THE LOW-INCOME VETERAN IS NOT REQUIRED TO FILE MICHIGAN INDIVIDUAL INCOME TAX RETURN (MI-1040)

S/he may file the Home Heating Credit Claim by submitting form MI-1040CR-7 only.

The due date for filing a Home Heating Credit Claim is September 30.

For more information about the Home Heating Credit, go to:

https://www.michigan.gov/documents/mpsc/home_heating_credit_361574_7.pdf

For a list of free tax preparation sites, call 2-1-1 or (800) 552-1183.