

## Struggling to Pay for Heat and or Electric Bills?

It's that time of year again, to think about heating your home for the winter season. With the rising costs of heating fuels, and electricity, some households may find it difficult to pay their heating and utility bills.

If you are struggling to pay your heat and or electric bills, you might want to consider applying for the Wisconsin Home Energy Assistance program.

### What is WHEAP?

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance to low income people to help assist in paying their heating and electric bills.

WHEAP assistance is a one-time payment during the heating season (October 1st – May 15th). The funding provided is intended to pay for a portion of the applicants energy costs, but not intended to pay the entire energy costs of a residence. Crisis Assistance is also available to clients that are in immediate danger of being disconnected by their Fuel or Electric vendors.

### Income Limits:

The program is an income based program and you must provide proof of income in order to be eligible to receive benefits.

You will need to provide verification of the gross income earned in the previous month by all household members over the age of 18.

- Income verifications accepted include paycheck stubs, payroll summaries, Social Security award letters, unemployment payment summaries, 1099 income tax forms, or the current year's federal income taxes.

### When Can I Apply:

You may apply for regular heating season benefits from October 1st – May 1st of each year.

### How to Apply:

**Apply by Phone:** Call the Energy Assistance Coordinator at (608) 685-4412 to schedule your phone appointment.

**Apply by Mail:** Download and print an Application for Energy Assistance at [www.buffalocounty.com/165/Energy-Assistance](http://www.buffalocounty.com/165/Energy-Assistance).

**Apply In Person:** Walk In appointments are taken at the Buffalo County Department of Health & Human Services, Buffalo County Courthouse, 3rd Floor [407 S. Second Street – Alma, WI 54610](#) as time permits. Appointments are recommended.

**Home Visits:** If you are over the age of 60 and are disabled, homebound or otherwise unable to apply in person, a home visit may be arranged by calling (608) 685-4412.

**Apply Online:** [www.energybenefit.wi.gov](http://www.energybenefit.wi.gov)

**ADDITIONAL ASSISTANCE FOR WATER BILLS, UTILITIES, RENT AND WEATHERIZATION SERVICES ARE AVAILABLE FOR ENERGY ASSISTANCE CLIENTS**



**LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP) –**

Low Income Household Water Assistance Program (LIHWAP) provides funds to assist low-income households with water and wastewater bills. To be eligible for LIHWAP, you must be a customer of either Xcel Energy or WE Energies household, you may call Western Dairyland, EOC at 1-800-782-1063 or Energy Services, Inc. at 1-833-900-WERA to see if you are eligible for LIHWAP Assistance.



**WISCONSIN EMERGENCY RENTAL ASSISTANCE PROGRAM (WERA) –**

The WERA Emergency Rental Assistance program is available to assist renters that has experienced financial hardships due to the Covid-19 Pandemic and are behind on their apartment or lot rent. If eligible, an assistance payment would be made to your landlord. Additional crisis funds are also available to help with past due utilities, including heat, electric and water. To apply for the WERA program please contact Western Dairyland EOC at 1-800-782-1063 or apply at <https://www.westerndairyland.org/wera/>.



**FREE FURNACE REPAIR OR REPLACEMENT PROGRAM -**

The Furnace Repair or Replace program is also provided by our partner Western Dairyland, EOC. If you furnace malfunctions or breaks down during the heating season (October 1<sup>st</sup>, 2021 – May 15<sup>th</sup>, 2022) you may have your furnace repaired or replaced at no cost to you as a home-owner. Renters may also be eligible for this program if your landlord has also applied and been approved for the Energy Assistance Program. Assistance is available 24 hours a day, including evenings and weekends. For Furnace Emergencies, please contact Buffalo County Energy Assistance at (608) 685-4412.



**WEATHERIZATION PROGRAM -**

The Weatherization Program is a one-time opportunity to have your home weatherized by our partner provider Western Dairyland, EOC, which is located out of Independence WI. The Weatherization Program is offered to home-owners, FREE of charge, once per lifetime, per address. If you are a renter, your landlord can also take advantage of this program, however they must pay a small portion of the cost of the repairs (usually around 15%). If you are interested in applying for the weatherization program, please call Energy Assistance at (608) 685-4412 Western Dairyland at 1-800-782-1063 for an application.

**Questions on any of these programs?**

**CALL (608) 685-4412 and ask for Energy Assistance**