

## How to Get Help with Your Electric Bill with Montgomery County Emergency Assistance Program

Monday - Thursday

8:00am - 11:30am and 1:00pm - 4:00pm

Friday

8:30am - 4:30pm

Phone 381-1561 Fax 381-4320

You will be screened for assistance through the Montgomery County Emergency Assistance program.

You must have an **active termination notice or agency assistance letter from your electric company** in order to be eligible to apply. Those documents must be brought to our office with your application.

All clients that qualify for any available Federal grant (Such as heating/cooling assistance or crisis assistance at Social Services) must apply for those before MCEAP or Neighbor to Neighbor application can be completed and applicants must bring proof that they applied or attempted to apply.

**You must have a crisis that can be documented such as high medication or hospital bills, house fire, and doctor's excuse preventing work, lay off, work hours cut, or emergency car repair or any other crisis that can be documented.**

**We do not assist** customers with **Security Deposits or Reconnection Fees**. The applicant's utility account **must be:**

- Residential
- Single Family Home or Apartment
- **Account must be in the name of an adult living in the household**
- Client must have made a payment of \$100.00 in the last 90 days

The applicant's utility account **cannot be:**

- Commercial
- Industrial
- An Apartment with a Shared Utility

### **Bring with you to the appointment**

- Proof of all household income
- Your most recent utility bill or termination notice
- Valid social security # **for all household members**
- A list of your current monthly expenses and 2 months' worth of banks statements.

**Please see reverse side for more information.**

**It is the responsibility of the client to provide all documentation required for assistance each time assistance is needed. Utility companies will not be asked to fax assistance letters.**

You must have proof of **all** sources of income in the household before you complete an application. You must have a **full 30 days** of income for **everyone** in the household receiving income and calculate for eligibility by the gross.

### **Wages**

- 1 pay stub if paid monthly
- 2 pay stubs if paid bi-weekly
- 4 pay stubs if paid weekly
- Gross wages are calculated before taxes or any other deductions
- Current bank statement

**Department of Public Welfare for TANF or Food Stamps**

- Notice from caseworker or Benefit Letter (May take up to 24 hours for Social Services to Process)
- Copy of check
- Notice to applicant

**Social Security, SSI/SSD, and Pension**

- Copy of letter from Social Security Administration or Pension Board
- Copy of check
- Direct deposit bank statement
- Benefits statement

**Child Support**

- Court order
- Printout from Domestic Relations
- Printout from the state child support website
- Written statement

**Workman's Compensation or Unemployment**

- Award or letter of determination
- Copy of check

**Interest Income (Savings)**

- Bank Statement

**Tax Return**

- Proof of all tax return income for the current year