



# UTILITIES ASSISTANCE ROUND TABLE INFORMATION PACKET 2024

*The Utilities Assistance Roundtable is an annual event hosted by United Way which brings together local utility company representatives and social services providers for an in-person opportunity to learn about cost-saving programs geared at low- and moderate-income customers. Together, we can ensure continued access for our most vulnerable community members to critical utilities like power, water, and heat during the most expensive, coldest months of the year.*



**United Way of  
South Central Indiana**





# SCCAP Energy Assistance



**Presented by:** Julie Wilson

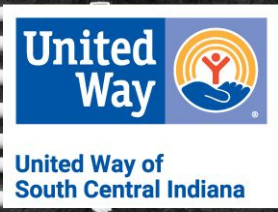
**Program Summary:** The Energy Assistance Program (EAP) provides direct home utility assistance payments on behalf of low-income households. SCCAP serves Monroe, Brown, Morgan, and Owen counties. The program officially begins on November 1st, but we are currently accepting applications. The last day to apply for the 2024-2025 Energy Assistance Program is April 14, 2025, at 5pm EST. The program provides a one-time benefit to be applied to a client's utility account. From March 1- April 14th, crisis funding will be available in the case of an already approved EAP client that has a disconnect notice or service that needs to be restored. Clients whose utilities are included in the rent can also be eligible for assistance. The program is annual, and a household must reapply each program year.

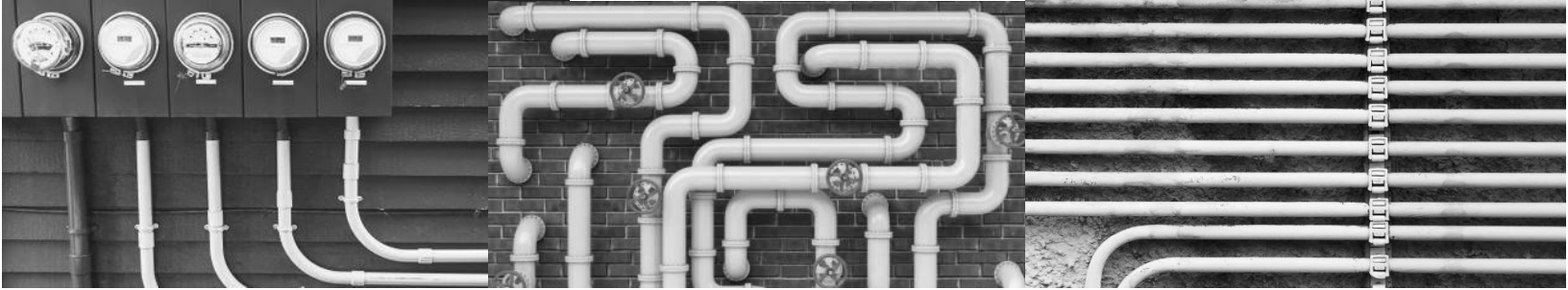
**Eligibility Requirements:** Eligibility Requirements: Household income must be within 60% of the State Median Income guidelines to be eligible for the program (**see chart below**).

Household size	Annual Income
1	\$32,236
2	\$42,156
3	\$52,075
4	\$61,994
5	\$71,913

**Requisite Documents:** A completed application; income verification (most recent pay stub for earned income, current award letter for fixed income (SS, SSI, Veteran's benefits, pension), Income Verification Affidavit for zero income or any undocumented income; current utility bills (heating and electric); Landlord Affidavit for any applicant whose utilities are included in rent; SCCAP agency referral form.

**Agency Contact:** [eap@insccap.org](mailto:eap@insccap.org) or 812-339-3447





# City of Bloomington Utilities



**Presented by:** Robin Guyton

**Program Summary:** The City of Bloomington will assist customers with a 2-month City of Bloomington Utility bill (this could include sanitation if customer receives that service). Customer must be an active customer. CBU cannot assist once water has been disconnected for non-payment. If customer or anyone listed in household has a prior past due bill on an old account, that balance must be paid in full to receive assistance.

**Eligibility Requirements:** Must apply for the Energy Assistance Program through SCCAP.

**Requisite Documents:** Call SCCAP at (812) 339-3447 for list of required documents. Or visit their <https://www.insccap.org/pages/energy>. An appointment is required for in person visits.

**Contact:** (812) 349-3935



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# Duke Energy



**Presented by:** Trinity Faletic

**Program Summary:** Each fall, the Share the Light Program will provide financial assistance to Duke Energy customers who meet certain criteria through a one-time \$300 payment on an eligible customer's account.

Duke customers participating in the SCCAP Energy Assistance Program will also automatically have account deposits reduced to \$50. Customers who have already paid their deposits will have the deposit amount less \$50 refunded as a credit on their account.

**Eligibility Requirements:** To be eligible for assistance from the program, customers need to meet the following criteria:

- Duke Energy residential customer of record
- Total annual household income meets SCAAP Energy Assistance Program guidelines
- Energy Assistance Program applicant

**Requisite Documents:** Duke Energy has partnered with the Indiana Community Action Association Energy Assistance Program (EAP) to distribute the program dollars. The EAP agencies will notify recipients if they are eligible for the \$300 credit.

**Agency Contact:** [DEMWagencyguarantees@duke-energy.com](mailto:DEMWagencyguarantees@duke-energy.com)



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# Centerpoint Energy



**Presented by** Emily Parker

Centerpoint offers various payment arrangements and extensions if you are having difficulty paying your bill in full. Centerpoint also offers a budget billing option that levels your monthly payment based on the past 12 month's usage.

Email [energyassistance-VVC@CenterPointEnergy.com](mailto:energyassistance-VVC@CenterPointEnergy.com) for access to the EAP Portal.

**The Fall Turn On Program** began October 8, 2024. This program provides \$200 or outstanding utility balance (whichever is less). This program is on a first come, first serve basis and program funds will be available until it is depleted.

**Eligibility Requirements:** One must be a residential Indiana gas customer and have an income of 0%-70% of the State Median Income. One must also have an inactive gas service which includes gas for heating and customers must pay and/or receive pledges to cover remaining amount required. The program applies to gas charges only.

**Agency Contact:** CenterPoint's Contact Center: 1-800-227-1376



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# South Central Indiana REMC



**Presented by:** Sara Waggoner

**Program Summary:** SCI REMC will make payment arrangements if members call in before their bill is due. SCI REMC also offers a prepaid program, where you can pay ahead of time for what you use (like a prepaid phone with minutes), and it has no disconnect or reconnect fees. Budget billing is a great option because it allows members to have a consistent bill each month, instead of higher ones in the winter and summer months. Additional information and energy efficiency services can be found on our website at [www.sciremc.com](http://www.sciremc.com).

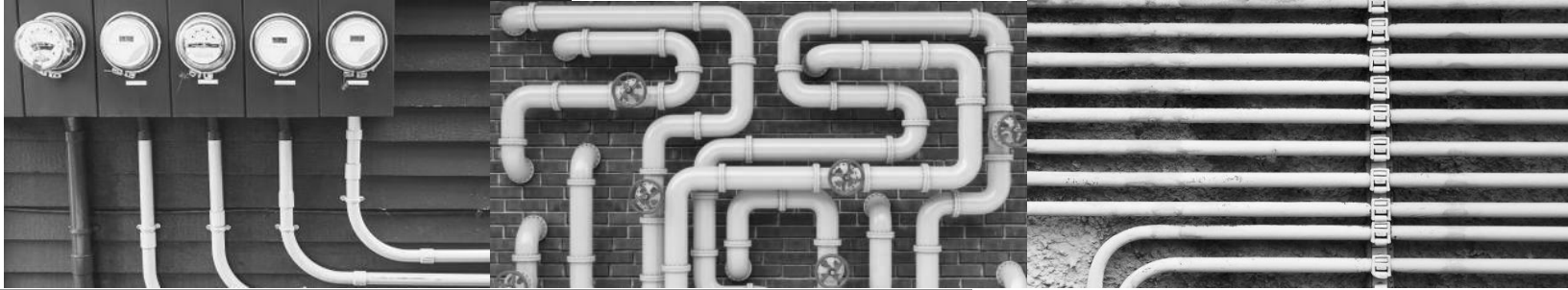
**Eligibility Requirements:** Depends on the program, but we can be flexible.

**Requisite Documents:** Depends on the program, but we can be flexible.

**Agency Contact:** Sara Waggoner - 1-800-264-7362; [saraw@sciremc.com](mailto:saraw@sciremc.com)



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# Comcast



**Presented by** Jarrett Moore

**Program Summary:** Internet Essentials gives low-income families access to affordable, high-speed internet in their homes. Internet service is \$9.95 a month, with the option to purchase a low-cost computer for \$149.99, and free online digital literacy training. Learn more at <https://internetessentials.com>

You are eligible for Internet Essentials if you participate in one or more of the following assistance programs:

- **Medicaid**
- **HUD Public Housing**
- **National School Lunch Program (NSLP)**
- **Head Start**
- **Supplemental Nutrition Assistance Program (SNAP)**
- **Temporary Assistance for Needy Families (TANF)**
- **Social Security Income (SSI)**
- **Low Income Home Energy Assistance Program (LIHEAP)**
- **Federal Pell Grant**
- **Women, Infants, and Children (WIC)**
- **Veterans Administration (VA) Pension**
- **Tribal Assistance Program**

You must also have not had Xfinity Internet within the last 90 days, and you must not have outstanding debt on a Comcast account that is less than one year old.

**Acceptable Public Assistance Documents:** May include a card, eligibility letter, participation letter, or other program documentation. All documentation needs to be within the current or previous year.

**Contact:** Internet Essentials application hotline at 1-855-8-INTERNET



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## Lifeline



Universal Service  
Administrative Co.

**Program Summary:** Lifeline is a federally-funded program that provides a monthly benefit of up to \$9.25 towards phone or internet services, or up to \$34.25 for those living on Tribal lands. Lifeline is administered through individual telephone and internet providers.

**Eligibility Requirements:** Households qualify if their income is below 135% of the federal poverty guidelines or enrolled in one of the following programs: *Medicaid, Supplemental Security Income (SSI), Food Stamps (SNAP), Federal Public Housing Assistance or Section 8, Veterans Pensions and Survivors Benefit Programs*

**Requisite Documents:** Proof of income like a bank statement, or verification of program enrollment like a food stamp card or an award letter. Photo ID is usually required to establish household address.

**Contact:** Participating companies are listed here:

<https://cnm.universalservice.org/>

To contact the Lifeline Support Center, call (800) 234-9473 Monday through Sunday, 9 a.m. to 9 p.m. ET (press 1 for English or press 2 for Spanish), email:

[lifelinesupport@usac.org](mailto:lifelinesupport@usac.org)

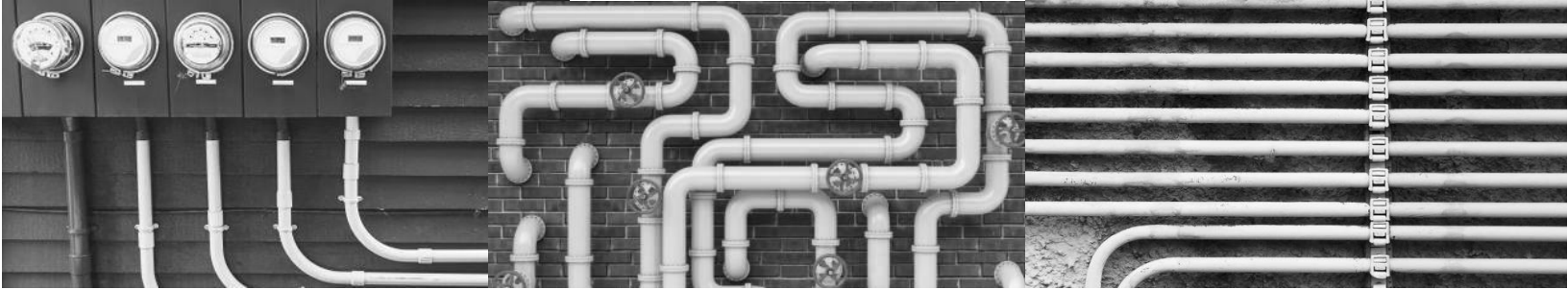
## Affordable Connectivity Program

Funds for the Affordable Connectivity Program expired on June 1, 2024.



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# Dual Eligible Special Needs Plans

**Presented by:** Robert Ison

**Program Summary:** Those who qualify for both Medicare (Title XVIII) and state Medicaid assistance or Medicaid (Title XIX) are eligible for a Dual Special Needs Plan (D-SNP). Once enrolled, the D-SNP would become the primary health insurance coverages. D-SNPs often offer benefits beyond what is offered by traditional Medicare and Medicaid. Some of these benefits may include: utilities assistance, grocery assistance, dental coverage, eye glasses, hearing aids, transportation assistance, gym memberships, meal delivery, and prescriptions. D-SNP plans are available through a variety of providers and can vary by plan.

**Eligibility Requirements:** If you qualify for both Medicare and Medicaid, you most likely qualify for a D-SNP. General Requirements include:

- U.S. citizen or lawful permanent resident
- Qualify for Medicare (Parts A & B), Use this link to check medicare savings program you may be eligible for: [Medicare Savings Programs | Medicare](#)
- Meet income and asset requirements for your state's Medicaid program
- Live in a service area where D-SNPs are available. Use this link to check service availability: [Medicare Advantage dual eligible special needs plans : MACPAC](#)

**Requisite Documents:** Check your state's program availability to learn more about required documents

If you are interested in learning more, Robert Ison, [isonrob0@gmail.com](mailto:isonrob0@gmail.com), can help individuals learn about their options for D-SNPs through Anthem.

Clients may be eligible for plans through other providers as well.



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## Contact Information

- **SCCAP: Agency Contact:** [eap@insccap.org](mailto:eap@insccap.org) or 812-339-3447
- **City of Bloomington Contact:** (812) 349-3935
- **Duke Energy: Agency Contact:**  
[DEMWagencyguarantees@duke-energy.com](mailto:DEMWagencyguarantees@duke-energy.com)
- **Centerpoint Energy: Agency Contact:** Centerpoint's Low Incomes Department 1-800-227-1376
- **SCIREMC: Agency Contact:** Sara Waggoner - 1-800-264-7362;  
[saraw@sciremc.com](mailto:saraw@sciremc.com)
- **Comcast: Contact:** Internet Essentials application hotline at 1-855-8-INTERNET
- **Lifeline:** To contact the Lifeline Support Center, call (800) 234-9473 Monday through Sunday, 9 a.m. to 9 p.m. ET (press 1 for English or press 2 for Spanish), email:  
[lifelinesupport@usac.org](mailto:lifelinesupport@usac.org)



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