

# The Heat and Warmth Fund

## 2019 MEAP Grant

Grant Award: \$8,242,989

Service Area: Statewide

Anticipated Reach: 10,925 Households

By providing utility assistance to vulnerable residents statewide, THAW stabilizes and empowers Michigan families, keeping them healthy, safe and warm in their own homes. As a leading provider of utility assistance for more than 30 years, THAW develops strategic partnerships and innovative programs to reach diverse households that are most in need. New this year, THAW will serve as an MDHHS Navigator and Referral partner to assist households with an application for State Emergency Relief (SER) and other benefits. THAW also creates a path to self-sufficiency through an array of support services, including case management, energy education, financial counseling and affordable payment plans.

### Program Details

- MEAP application channels include 1) On-site assistance at THAW's downtown office; 2) THAW's online and mail applications; 3) Utility Assistance Center (call center); 4) Community Assistance Day (CAD) mobile events held statewide; 5) THAW's agency partner network; and 6) MDHHS/Pathways to Potential public school sites.
- THAW provides co-payment assistance for MEAP-eligible customers State Emergency Relief (SER).
- Affordable Payment Plans to provide customers with monthly assistance on their energy bills. This year, THAW has partnered with the following utilities:
  - DTE Energy: Low-Income Self-Sufficiency Plan (DTE LSP)
  - SEMCO Energy: Monthly Assistance Program (SEMCO MAP)
  - Consumers Energy: Consumers Affordable Resources for Energy (CARE)
- Community Assistance Day (CAD) events at convenient neighborhood-based locations designed to provide customers with access to health care, weatherization, job placement services and myriad other services.
- Self-sufficiency services including a comprehensive customer needs assessment and tiered case management services based on household need.
- Case management and wraparound support services provided by THAW and its network of agency partners.
- Energy Waste Reduction (EWR) weatherization services to help families reduce their overall usage, lowering their gas and electric bills.
- iHEAL Families (Impacting Health through Energy Assistance to Low-Income Families) to serve medically vulnerable customers with their utility bills and provide vital support services to their households. Customers can also receive help applying for medical emergency shut-off protection, and enrollment in an income-based affordable payment plan, where appropriate.

### Additional Services Offered

Coordination with human service agencies to link energy assistance with an array of self-sufficiency programs; energy efficiency education and weatherization; and other essential services such as food, clothing, and shelter.

### Partners

Consumers Energy	DTE Energy	SEMCO Energy
THAW's network of 40 community and human service partner agencies		

### Locations and Contact Information

**Office:** 535 Griswold St, Suite 200  
Detroit, MI 48226

**Apply online:** <https://thawfund.org>  
**Telephone:** (800) 866-THAW (8429)

