

**The Heat and Warmth Fund
2020 MEAP Grant**

Grant Award: \$7,200,000

Service Area: Entire State of Michigan

Anticipated Reach: 9,612 Households

By delivering utility assistance to vulnerable Michigan residents, THAW eliminates difficult choices between heating and other basic needs, which helps to stabilize families, neighborhoods and even communities in crisis. THAW has used its 35 years of experience to develop programs that holistically address household needs, mitigate conditions leading to utility arrears and reduce the need for crisis assistance. Delivered in collaboration with home energy suppliers and our network of agency partners, THAW's program model identifies household needs to provide the most appropriate level of service and intervention, including affordable payment plan (APP) enrollment, energy waste reduction/weatherization services, financial wellness education, energy efficiency education and case management services tailored to the unique circumstances of each household.

Program Details

- MEAP application submission channels include 1) On-site, in person assistance at THAW's office; 2) THAW's online and mail-in applications; 3) Utility Assistance Center (call center); 4) Community Assistance Day (CAD) 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 who receive an approved Michigan Department of Health and Human Services State Emergency Relief (SER).
- Affordable Payment Plans to provide customers with monthly payment 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)
 - Upper Peninsula Power Company (UPPCO): Energy Assistance, Self-sufficiency & Education (EASE)
- Community Assistance Day (CAD) events at convenient neighborhood-based locations designed to provide customers with access to health care, Energy Waste Reduction, job placement services and other services.
- Self-sufficiency services including a comprehensive customer needs assessment and 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 and high-consumption appliance replacement to eligible low-income households to lower their utility bills.

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.

Locations and Contact Information

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

Apply online at <https://thawfund.org/>
Telephone: 1 (800) 866-THAW (8429)

