

HOW TO APPLY FOR UTILITY ASSISTANCE

Residential Customers



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STATE EMERGENCY RELIEF (SER)

- If you have an urgent need for energy assistance, you can apply for SER in the following ways:
 - » Online through MI BRIDGES at [NewMiBridges.Michigan.Gov](https://www.newmibridges.michigan.gov).
 - » Pick up a paper application at your local MDHHS office, complete the application and return it to your local MDHHS office. Contact MDHHS at [Michigan.Gov/MDHHS/Contact-MDHHS](https://www.michigan.gov/MDHHS/Contact-MDHHS).
- Ask for assistance from a local community partner who can help you fill out the application. [NewMiBridges.Michigan.Gov/s/ISD-Find-Community-Partners](https://www.newmibridges.michigan.gov/s/ISD-Find-Community-Partners)
- If you need help finding a community partner, call 2-1-1 or go to [Mi211.Org](https://www.mi211.org).

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MICHIGAN ENERGY ASSISTANCE PROGRAM (MEAP)

- Need more help? Once an SER application has been submitted, supplemental bill payment assistance and energy self-sufficiency services can be sought through the Michigan Energy Assistance Program, visit: [Michigan.Gov/EnergyGrants](https://www.michigan.gov/EnergyGrants) for more information.
- You can connect with a [MEAP provider](https://www.newmibridges.michigan.gov/s/ISD-Find-Community-Partners) in your area during your MI Bridges SER application. [NewMiBridges.Michigan.Gov/s/ISD-Find-Community-Partners](https://www.newmibridges.michigan.gov/s/ISD-Find-Community-Partners)
- Call 2-1-1 or go to [Mi211.Org](https://www.mi211.org) to connect with a MEAP provider.

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HOME HEATING CREDIT

- Apply for a Home Heating Credit (HHC) for the current tax year to help pay winter heating bills if you meet the listed household income guidelines and exemptions. You can apply for the credit even if you are not required to file a Michigan income tax form.
- Complete the application form (MI-1040CR-7). The application and eligibility requirements can be found at Michigan.Gov/Treasury or by calling the Michigan Department of Treasury at 517-636-4486.
- Must be filed between January 1 and September 30 each year.
- Visit an online self-service tax software or contact organizations that help with tax preparation to assist you in filing for the credit. Call 2-1-1 or go to Mi211.Org to find an organization that can assist with the form preparation.