

Notice to Energy Assistance Clients

New Crisis Grant Policy

You must have made at least four monthly payments of \$35 each, totaling a minimum of \$140 in the six months prior to your request for a crisis grant. You must make payments for the specific months to which they apply—you cannot make one lump sum payment at the time of your application. No exceptions.

Other Crisis Grant Policies (no change from prior season)

- You may be granted only one crisis grant within a nine month period.
- You must have made regular payments on your account (see above).
- You may apply only if you are disconnected or under threat of disconnection (must have disconnection notice).
- If you have a large balance on your account you must attend a workshop and meet with a Case Manager before we can release any crisis funds.
- If you have been awarded a crisis grant multiple times you will be required to attend a workshop and may be required to meet with a Case Manager.

If you have questions about your eligibility status, please call the Energy Hotline at (414) 906-2800.