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.
Presented by: Edie Henderson

Program Summary: Assists 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. 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 Energy Assistance through SCCAP. The poverty level to qualify for this assistance is 200%.

Requisite Documents: Call SCCAP at 812-339-3447 for list of required documents. Or visit their website. Appointment is required.

Contact: Edie Henderson 812-349-3935
Presented by: Matthew Methena and Sue Vasilevic

Program Summary: Each fall, the Helping Hand 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.

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 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: voucherhelp@duke-energy.com

Please mail donations to:

Duke Energy Helping Hand
139 E. 4th Street – EX320
Cincinnati, OH 45202
Presented by: Mary Zimmerman

Program Summary: We provide direct home utility assistance payments on behalf of low-income households in Monroe, Morgan, Owen, and Brown counties. We also provide referrals to other programs or sources of assistance. Not only does this program provide direct financial assistance, but it also provides protection from disconnection through the harshest parts of the winter. Some vendors may offer additional benefits to recipients. With the change in income eligibility, we have the potential to serve more clients than ever before and to reach new populations. Any potential client who expresses difficulty in getting their bills paid should be encouraged to apply as soon as possible. The program officially opens November 1, but we are taking applications now.

Eligibility Requirements: For most households, the income eligibility is 60% of the state median income, which represents a large increase from the eligibility guidelines in previous years.

Requisite Documents: Completed application; social security number documentation; documentation of most recent three complete months of income; most current utility bills; proof of homeownership for homeowners.

Agency Contact: 812-339-3447 or eap@insccap.org
Presented by: (Not able to present 2019, however, information is updated.)

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.

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

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

Agency Contact: Phyllis Riley or Tammy Haenlein – 1-800-264-7362; askus@sciremc.com
Presented by: Emily Baxter

Program Summary: Vectren offers various payment arrangements and extensions if you are having difficulty paying your bill in full. Vectren also offers a budget billing option that levels your monthly payment based on the past 12 month’s usage. Vectren also offers 3rd party billing, which allows a customer to share a copy of their bill with a trusted friend or relative to ensure timely payment.

Eligibility Requirements: Depends on the program, but generally, for Vectren seasonal programs customers must meet the FPL (150% and up). Application is taken over the phone.

Requisite Documents: Depends on the program

Agency Contact: Vectren’s Low Incomes Department 1-800-227-1376
Presented by: Matt Kelley

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

Eligibility Requirements: Qualify if eligible for public assistance programs like NSLP/Head Start, housing assistance, Medicaid, SNAP, SSI, LIHEAP, TANF, WIC and VA Pension.

Requisite Documents: A copy of a letter indicating current participation in the NSLP (or SNAP, TANF, or FDPIR programs for schools who do not participate in the NSLP). A copy of a lease or other rental document that shows individuals participation in Public Housing, Housing Choice Vouchers, or Multifamily Assistance. Veteran verification AND copy of Public Assistance documentation (i.e., Medicaid, Supportive Services for Veteran Families, SNAP, etc.) See more documents and other FAQ's at https://internetessentials.com/get-help

Contact: Internet Essentials application hotline at 1-855-8-INTERNET
Program Summary: Lifeline is a federally-funded program that provides one free phone or internet connection to a household in poverty. 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: Search for participating companies in your area on this page: https://data.usac.org/publicreports/CompaniesNearMe/Download/Report

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