



CENTRAL INDIANA: What Utility Financial Assistance is Available and How Do I Apply?

Citizens Energy Group—the local natural gas, water and wastewater provider—and AES Indiana—the local electricity provider—understand utility bills can provide financial hardship for customers. If you are concerned with paying your bills, there are federal and local assistance programs available to help.

TIP: Most assistance program eligibility is based on household income. Knowing your total income for the past three months will help you determine which programs may be right for you.

GETTING STARTED: EAP


The federal EAP program is the best first step for many residents seeking assistance with their utility bills. While other programs may also be available, they often ask for the results of an EAP application. Learn more about getting started with the EAP below.

Energy Assistance Program (EAP)

EAP is a federally funded, one-time benefit program that can assist you with the cost of home utilities and can help if you are disconnected or are about to get disconnected. EAP is also referred to as Low-Income Home Energy Assistance Program (“LIHEAP”).



Apply at indyep.org
Or schedule a phone appointment to complete your EAP application:
317-808-2378



| Household Size | Last 3 Months' Income Must Be LESS Than: |
|----------------|---|
| 1 | \$8,059 |
| 2 | \$10,539 |
| 3 | \$13,018 |
| 4 | \$15,498 |
| 5 | \$17,978 |
| 6 | \$20,458 |

Apply for EAP to Avoid Utility Disconnection:

It can take several weeks to be approved or denied for EAP, but having the completed EAP application will keep you from experiencing a utility shut-off during Indiana’s winter disconnection moratorium period, December 1, 2024 - March 15, 2025. Proof of application submission or approval letter must be submitted to AES Indiana by emailing aesindianaep@aes.com and Citizens Energy Group by calling 317-924-3311 for your account to be held from disconnection during the moratorium period.

If approved for EAP, you will receive assistance from Citizens Energy Group’s Low-Income Customer Assistance Program (LICAP) that helps lower wastewater bills by \$6-\$15 a month starting in July and you will automatically receive a 10-25% discount from Citizens on your gas bill until May.

Key EAP Dates:

- **October 1, 2024:** Online and mail-in applications now accepted.
- **December 1, 2024:** Statewide utility shutoff moratorium begins.
- **March 15, 2025:** Utility shutoff moratorium ends.
- **April 14, 2025:** Last day to submit an application deadline.

ADDITIONAL ASSISTANCE PROGRAMS

United Way of Central Indiana's Winter Assistance Fund (WAF)

Championed by the United Way of Central Indiana, WAF is for Marion County residents who struggle with increased utility costs but don't qualify for Indiana EAP.

Find an application site near you at uwci.org/waf. You can also call 2-1-1 to learn more about which local sites are accepting applications.



The Winter Assistance Fund program period is from January 1, 2025 - May 31, 2025.

Regardless of WAF approval or denial, you can still apply for AES Indiana's Power of Change and assistance from Citizens' Warm Heart Warm Home Foundation™.



WAF Income Eligibility Range

| Household Size | Last 3 Months' Income Must Be BETWEEN : |
|----------------|--|
| 1 | \$8,060 - \$8,471.25 |
| 2 | \$10,540 - \$11,497.50 |
| 3 | \$13,019 - \$14,523.75 |
| 4 | \$15,499 - \$17,550 |
| 5 | \$17,979 - \$20,576.25 |
| 6 | \$20,459 - \$23,602.50 |

Citizens Energy Group

The Warm Heart Warm Home Foundation™ (WHWH) is Citizens' nonprofit organization that provides financial assistance to customers having difficulty paying their utility bills. WHWH grants can help customers sustain their utility services and catch up on past-due bills.

Apply by calling Citizens at 317-924-3311.



WHWH Income Eligibility

| Household Size | Last 3 Months' Income Must FALL WITHIN : |
|----------------|---|
| 1 | \$8,060 - \$9,402 |
| 2 | \$10,540 - \$12,296 |
| 3 | \$13,020 - \$15,189 |
| 4 | \$15,500 - \$18,082 |
| 5 | \$17,979 - \$20,975 |
| 6 | \$20,459 - \$23,868 |

Other ways Citizens helps customer better manage their bills include the following:

- **Flexible Payment Arrangements:** Set one up to get your bill back on track. Call Citizens at 317-924-3311.
- **Budget Billing:** Enroll to know what you owe every month.
- **Conservation Tips:** Conserve energy and water at home to help reduce your bill. Find tips at citizensenergygroup.com/My-Home/Conserve-Save



AES Indiana

Power of Change, an AES Indiana program administered by the nonprofit Dollar Energy Fund, assists income-qualified customers, regardless of approval or denial from EAP or WAF, with a one-time grant for electric bill assistance.



You must apply for EAP first and be one of the following: EAP Qualified, or have proof of eligibility in SNAP, TANF, HIP or Medicaid.

AES Indiana has several tools for payment assistance (at right). Find more ways to save and schedule your assessment by scanning the QR code.

- **Payment Extensions:** 3-, 6-, 9-, and 12-month plans available.
- **Budget Billing:** Balance seasonal highs and lows.
- **Custom Bill Due Date:** Choose a due date that works for you.
- **Energy Efficiency Programs:** Schedule your free virtual or in-home energy assessment to help with future bills.

