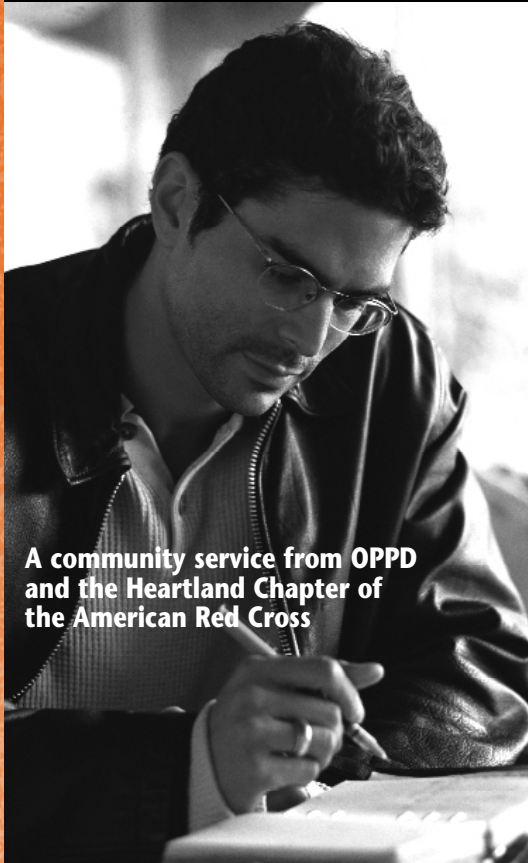


# Energy Assistance Program Guide

Financial assistance for energy  
bills or energy-related repair bills



A community service from OPPD  
and the Heartland Chapter of  
the American Red Cross



## **What is the Energy Assistance Program?**

The Energy Assistance Program helps financially disadvantaged families pay their energy service bills and can provide funds for emergency repair of heating or cooling equipment. Persons living in any of the 13 counties listed on the back of this brochure may contact the American Red Cross for an appointment.

To qualify for the program, your gross monthly income must meet or be near the current federal poverty guidelines. Because of the limitation in available funds, priorities must be set. Priorities will include, but not be limited to: age 62 or older; a serious medical condition or a recent unexpected financial crisis, such as a major car or appliance repair/replacement; or sudden loss of employment through no fault of your own. Receipts for any repair/replacement are required.

## **What costs will the program cover?**

You can apply for assistance for any type of energy service bill, including electric, gas, bottled gas, heating oil or wood. Assistance also is available for minor repair bills for furnaces, heat pumps, electric heaters, stoves, fireplaces and air conditioning units. You also may request help to pay your initial deposit on new heating and cooling equipment.

## **Where do the funds come from?**

Funds for the program come from two main sources: voluntary contributions from OPPD customers, and proceeds from the sale of advertising in OPPD's monthly customer newsletter, *Outlets*.

## **Will the program pay the full amount I owe for repairs or service?**

The actual amount you receive depends on a number of factors: your particular circumstances, the amount of your request, and availability of funds. Each request is handled on an individual basis.

### **Who is in charge of the program?**

The Heartland Chapter of the American Red Cross is responsible for determining who is eligible to receive help and for distributing the funds.

### **How do I apply for assistance?**

Please call your local Red Cross representative at (402) 343-7755 or 1-888-890-9569 (outside Omaha) to discuss application options or to schedule an appointment. You will be informed of the items you will need to bring for your interview.

### **How long does it take to be approved for financial assistance?**

If all your paperwork is in order, it should take no more than five working days. However, the approval time depends largely on the number of requests received. Your Red Cross office will notify you – usually in writing, or by telephone if it's an emergency – as soon as a decision has been made.

### **If my request is approved, how will the bill be paid?**

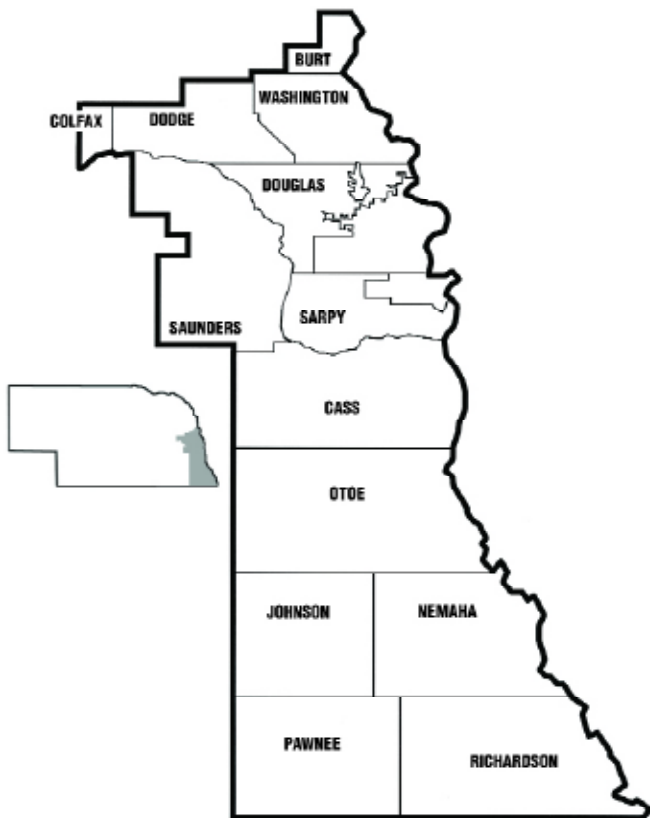
Payments will be made by the Red Cross directly to the appropriate company or companies.

### **How often can I apply for help?**

To help as many people as possible, the Energy Assistance Program accepts only one request per family per program year, which runs July through December.

# Omaha Public Power District

*Serving 13 counties in southeast Nebraska*



## **We're Your Energy Partner**

OPPD realizes that those experiencing financial hardships may have difficulty paying bills. Customers who are having trouble paying their electric bills are encouraged to contact their local OPPD office. An OPPD representative can help you work out a payment plan.