

WHERE TO GET ASSISTANCE

Division of Welfare and Supportive Services
<http://dwss.nv.gov>

Energy Assistance Program

2527 N. Carson St., #260
Carson City, NV 89706
(775) 684-0730
Fax: (775) 684-0740

White Pine County Social Services

White Pine Administration Building
297 Nevada Northern Rail Way, Suite 7
Ely, Nevada 89301
(775) 293-6528
Fax: (775) 289-2405
www.whitepinecounty.net

Eureka Senior Citizens Center

PO Box 278
Eureka, NV 89316
(775) 237-5597
Fax: (775) 237-6024

Statewide Toll Free

1-866-846-2009

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MT. WHEELER POWER
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1600 Great Basin Blvd.
Ely, NV 89315
(775) 289-8981 or 1-800-97-POWER
info@mwpower.net

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Neighbors**

helping hand

Mt Wheeler Care & EAP assistance energy

What is CARE?

CARE stands for Cooperative Assistance for Residential Energy. The program provides emergency funds to anyone having trouble paying their energy bills.

What do CARE funds pay for?

The program funds energy bills for qualifying and approved applicants within Mt. Wheeler Power's service territory. Covered costs include electricity, propane, fuel oil, coal and even wood or pellets.

Who is eligible for CARE funds?

CARE is for anyone struggling to make ends meet. Funds are often given to the elderly or disabled or anyone with a legitimate financial need. It isn't meant to be a regular subsidy for low-income members, but it can help temporarily. For example, a man who broke his leg and couldn't cut wood for the season received CARE funds to buy firewood. An assistance payment is limited to one time during a heating period but can be approved again in emergency situations. Funds are limited per family unit, based on average utility costs and income.

Where do the funds come from?

Mt. Wheeler Power contributes the majority of the funds to the program. Members can easily contribute by using the line item on monthly power bills and including a donation. Donations are tax deductible.

Where does my contribution go?

While Mt. Wheeler Power contributes most of the funds and handles accounting duties, it does not administer the CARE program. We work with the CARE organization to provide assistance with electricity, propane, gas, coal, oil, or even wood costs.

How do I apply for CARE funds?

Ely area residents who need assistance should contact the White Pine County Welfare Office at (775) 293-6528. The Eureka Senior Citizens Center takes applications for Diamond Valley and Eureka residents. Once you complete and return an application, CARE board members will evaluate it. If approved, Mt. Wheeler Power will issue a check to cover the amount—often within the same day.

What is EAP?

Nevada's Low Income Home Energy Assistance Program, or EAP, provides benefits to help with the costs of home heating (and cooling in Southern Nevada.) EAP is a federally funded program managed by the Carson City EAP office.

Who is eligible?

Any Nevada household whose annual expenditure for heating and electric energy is more than 2.9 percent of annual gross income and whose total gross income is not more than the monthly amounts listed in the table below. The household must be responsible for home heating costs either by paying the utility or fuel supplier directly or as part of the rent. Benefits are calculated without regard to race, color, sex, age, handicap, national origin or political belief.

Family size	Max Monthly
1	\$1,558
2	\$2,094
3	\$2,632.50
4	\$3,169.50
5	\$3,708
6	\$4,245
7	\$4,783
8	\$5,320
For each additional person add \$537	

How are benefits calculated?

Eligible households can receive benefits ranging from \$180 to \$540. The amount depends on the total income of all household members compared to the number of people in the household, the type of heating fuel you use, and your household's vulnerability to extreme temperatures and high energy costs. If you live in Southern Nevada (Clark, Lincoln and Nye counties) these benefits are split, with half paid to the heating vendor in the winter and the other half paid to the electric vendor in the summer. If you do not live in Southern Nevada, your entire benefit amount will be sent in a single payment to your heating vendor.

How do I apply for EAP?

You must complete and submit an application form to the EAP office in Carson City. To receive an application, contact the EAP office or download the application from www.mwpower.net. Applications are accepted from September until March 31 or until funds are exhausted. You will need to provide proof of income received by all members of the household during the previous 30 days, a copy of your most recent heating and electric bills, a copy of your rental agreement, most recent rent receipt or proof of mortgage. **Failure to submit those items may delay your application or result in denial of assistance.**

What happens after I apply?

Due to high demand, it may take up to 12 weeks to determine eligibility and another four weeks before your utility company credits your account. Every person who applies will be sent a formal notice regarding their eligibility and benefit determination.

Do I need to report changes?

If you move or if there is a change in your household income or size or you are approved to receive housing assistance, you must notify the LIHEA office immediately so appropriate action can be taken to ensure your eligibility and benefits are based on complete and accurate information.