



# Utility Assistance Navigation Services



Need more information? Contact our Navigation Services Team at 303-432-5130 or [navigation@jcmh.org](mailto:navigation@jcmh.org)

If you notice any changes or inconsistencies with our resources, please inform Navigation to help us stay current.

## **What you need to know about Utility Assistance**

- You will need ID, proof of residence, and a utility bill showing that you are past due for most utility assistance applications.
- During LEAP season (November 1<sup>st</sup> to April 30<sup>th</sup>), it is always encouraged to apply if you are eligible for acquiring the most assistance.
- Funding for utility assistance comes and goes regularly. If an agency is not offering assistance currently, they may have assistance in the future.

## **Energy**

### **Heat Help Line**

1-866-HEATHELP (1-866-432-8435)

- Can refer to agencies that offer EOC funding
- Can refer people to weatherization programs
- Can also call this number to find out information about LEAP and status of LEAP applications already submitted.

### **Crisis Intervention Program (CIP)**

<https://www.energyoutreach.org/cip/>

1-855-469-4328

- Repairs or replaces heating systems for those who are eligible for LEAP
- Services are available year-round.

### **Xcel – ER Medical Certificates and Payment Plans**

<https://co.my.xcelenergy.com/s/billing-payment/energy-assistance>

Payment Plans Number: 800-895-4999 | Emergency Medical Certificates: 1-800-331-5262

- Payment plans:
  - Xcel allows one “courtesy arrangement” per year. Can allow payment to be spread out for six months
- Emergency Medical Certificates: Call Xcel to set up
  - Protects from disconnection for 90 days and/or reconnects service
  - Xcel will fax Emergency Medical Certificate directly to doctor or download form from website
- Colorado Medical Exemption Program:
  - Provides lower electric rates for Xcel customers who use life-support equipment in their homes or have medical conditions that require high power use to keep cool during the summer.
  - Eligibility:
    - Use life support equipment or has a medical condition that requires high electric use for cooling during the summer
    - Annual Household income by family size:  
1- \$58,320 2- \$78,880 3- \$99,440 4- \$120,000
    - Complete application and submit by May 1<sup>st</sup> of the calendar year.

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## LEAP – Low Income Energy Assistance Program

1-866-432-8435

<http://www.colorado.gov/cdhs/LEAP>

- Assists with winter heating costs and weatherization from Nov. 1 – April 30
- Able to apply annually. Does not pay entire cost of heating.
- Applications and assistance available through the Jefferson Center Navigation office.
- Can also get application from website listed above
  - If you have a **shut-off notice**, where to submit application for expedited processing will depend on the county you live and you will need to provide a disconnect/shut off notice with application:
  - Jefferson, Clear Creek, and Gilpin county- application will have to be faxed or scanned/emailed to Discover Goodwill
    - Fax: 1-855-830-3483
    - Email: [leaphelp@goodwillcolorado.org](mailto:leaphelp@goodwillcolorado.org)
  - Denver and Adams County- Go directly to county office to drop off application in a drop off box, will have to put “LEAP Emergency” on envelope

## Energy Outreach Colorado (EOC)

303-825-8750

[info@energyoutreach.org](mailto:info@energyoutreach.org)

225 East 16<sup>th</sup> Ave, Suite 200 Denver, CO 80203

1-866-432-8435 (Heat Help Line)

[www.energyoutreach.org/get-help](http://www.energyoutreach.org/get-help)

- Grant funding can be accessed one-time per grant year (October 1<sup>st</sup> through September 29<sup>th</sup>). Helps to pay off past due balance, and can assist with current balances, if eligible for the full assistance.
- It is strongly encouraged to apply for LEAP when LEAP is open.
- Contact Navigation to be screened for EOC and/or LEAP eligibility and for application assistance.
- To find a list of providers in Colorado that provide EOC funding: <https://www.energyoutreach.org/find-agency/>

## United Power- Medical Certificates and Payment Plans

303-637-1300

<https://www.unitedpower.com/assistance>

- Call to inquire about setting up a payment plan if you are a member.
- Plan details depend on account status and payment history.

## Weatherization

### Energy Resource Center

720-236-1321

953 Decatur St. Denver, CO 80204

<https://erc-co.org/locations/denver-metro-regional-office-denver/>

- Offers free energy efficiency evaluations and upgrades to income-qualified residents of Denver and Jefferson County to lower long-term utility costs
- Individuals who qualify for LEAP, AND, SNAP, TANF, OAP, or SSI are automatically qualified for free services through ERC
- If not receiving aid from the above programs, you may still qualify if your household income is less than 60% of state median guidelines.

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- Services may include adding insulation to your walls and attic, changing light bulbs to CFL and LEDs, and repairing or replacing old appliances and leaky or inefficient faucets, applying weather stripping around doors and windows, and installing carbon monoxide and smoke detectors

## Jefferson County

### **Jefferson Center for Mental Health**

Locations in Wheat Ridge and Lakewood

Main: 303-425-0300

Navigation: 303-432-5130

- Contact Navigation to inquire about options for utility assistance.
- Grant funding may be available. Can assist with EOC & LEAP applications when programs are open.

### **The Action Center**

303-237-7704

<https://theactioncenter.org/>

- Can assist with EOC & LEAP applications when programs are open.
  - Need proof of Jeffco residency and photo ID
  - Additional services available: food bank, clothing bank, bus tokens, and work readiness support for Jefferson County residents

### **Catholic Charities**

Funding Line: 303-742-0828

<https://ccdenvver.org/emergency-services/>

- Areas served include Adams, Arapahoe, Denver and Jefferson Counties
- Our program provides one-time assistance to families and individuals who can prove they're in a state of emergency after:
  - Hospitalization after an accident
  - Loss of a job
  - Victimization in a crime
  - Diagnosis of disease
  - Death of loved one or caretaker.
- For financial assistance, you will need a photo ID, proof of current address, proof of income, and proof of emergency.

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## **Mountain Communities**

### **Evergreen Christian Outreach**

303-670-1796

<https://evergreenchristianoutreach.org/>

27888 Meadow Drive, Evergreen 80439

- Limited financial assistance for eligible households in mountain communities only. Rental, mortgage, and utility assistance based on funding.
  - Monday 10 am -6 pm, Tuesday-Thursday 10 am-4 pm
  - Boundaries include Evergreen, parts of Conifer, Idledale, Kittredge, Foothills of Morrison, Lookout Mountain (depending on your exact location), Genesee, and Indian Hills
  - Proof of residency, current bill and photo ID required.
  - Call for an appointment and to inquire about fund availability.
- No assistance for first month rent or security deposit available.
- Can assist with EOC & LEAP applications when programs are open.

### **Gilpin County Department of Human Services**

<https://gilpincounty.colorado.gov/departments-offices/human-services/emergency-assistance-and-food-assistance>

Contact Jennifer Josselyn at 303-582-5444 ext. 7202 or [jjosselyn@gilpincounty.org](mailto:jjosselyn@gilpincounty.org)

2960 Dory Hill Rd., #100, Black Hawk, CO 80422 (Gilpin County Justice Center)

- Limited rent, utility, car repair and other emergency assistance is provided for income eligible Gilpin County residents as funds are available.

### **Mountain Resource Center, Inc.**

303-838-7552

11030 Kitty Drive, Conifer CO 80433

<https://www.mrcco.org/case-management-assistance/>

- Provides utility assistance (when funds available) to those in the service area
- Additional assistance that may be available: rental and mortgage depending on available funds, food pantry, firewood/pellets, gas vouchers, clothing vouchers, and vision assistance.
  - Set an appointment with a counselor and bring the past due bill, pertinent financial information, and photo identification
  - Serves most of the mountain area West of C-470 and foothills

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## Denver County

### Denver Human Services (DHS) Emergency Assistance

720-944-1520

<https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Denver-Human-Services/Be-Supported/Additional-Assistance/Emergency-Assistance>

- Security Deposit, First Month's Rent, Eviction, and Xcel Assistance
- The following forms of documentation are required to process all applications
  - Proof of income or pending income showing you can pay your rent or mortgage after a one-time assistance payment from Denver Human Services (please note that your rent or mortgage cannot be more than 60% of take-home pay).
    - Last 30 days of pay stubs
    - A statement from your employer with your start date, hourly wage, weekly hours, and how often paid if newly employed
  - Proof of available resources.
    - Bank and/or spending card activity showing past 30 days of transactions (be sure you have blacked out your bank account number)
  - Picture ID for all adult applicants

### Northeast Denver Housing Center

303-399-9337

<https://www.nedenverhousing.org/programs-services/temporary-rental-utility-assistance-trua/>

- Additional rent and utility assistance funds will be available in January 2024 through the Temporary Rent and Utility Assistance (TRUA) Program. Please check back on the [HOST Rent and Utility Help](#) webpage ([denvergov.org/RentHelp](https://denvergov.org/RentHelp)) in January for information on how to apply.
- Can assist with EOC applications when the program is open.

### Senior Assistance Center

303-455-9642

<https://seniorassistancecenter.org/>

4255 Jason St. Suite 120, Denver, CO 80211

Hours: Monday – Thursday 9:00am – 5:00pm by appointment only

- Can assist with EOC & LEAP applications when programs are open.
- Eligibility:
  - Reside in zip codes 80033, 80212, 80214, 80215 or 80221
  - Be 55 years of age or older
  - Have a past due Xcel balance of \$100 or more and making regular payments
  - Must be approved for LEAP (if eligible)

### Families Forward Resource Center

303-307-0718

12000 E 47<sup>th</sup> Ave, Denver, CO 80239

<https://familiesforwardco.com/>

- Although Families Forward Resource Center is unable to provide direct utility bill assistance, we are able to help assess your situation and individual needs and tap into the resources available from the city, county, state, and other non-governmental organizations that may be able to help.
- We will do our best to help you navigate the available options and facilitate receiving the assistance that you need.

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## **Additional programs and resources**

### **First Mennonite Church Denver**

<https://www.fmcdenver.org/>

303-892-1039

- Apply in-person during our walk-in hours on Monday mornings between 9-11:30am. Or call to schedule an appointment for another day.
- You need to live in a Denver neighborhood (see map below) between Colfax Ave (north) and Exposition Ave (south) and between Sheridan Blvd (west) and Downing St (east)
- Assists with EOC applications when the program is open.

### **Sense of Security**

1355 S Colorado Blvd, Building C-302, Denver, CO 80222

303-669-3113

<https://senseofsecurity.org>

- Financial resources including rental and utility assistance may be available to CO residents, who meet income and program requirements, and are in current treatment for a breast cancer diagnosis
- Additional services: Childcare, Medical premium, groceries
  - Call for further program requirements and information or download the application from their website under Programs tab.

### **Broomfield Health and Human Services**

Main line: 720-887-2200

Contact for Funding: Sharon Farrell 720-887-2257

- Offers one time only rent, utility and/or mortgage assistance to Broomfield residents only. For utility assistance, individuals must have a photo ID, proof of residence, proof of income and current utility bill.

### **Emergency Family Assistance Association**

1575 Yarmouth Ave Boulder, CO 80304

303-442-3042

<https://www.efaa.org/get-help/financial-assistance/>

- Direct financial assistance is available to qualifying households in the City of Boulder and Mountain Communities of Boulder County in the form of direct payment to vendors, helping to cover things like:
  - Deposits or rental/mortgage payments for housing
  - Mobile home taxes or liens
  - Energy-based utility bill assistance
  - Upcoming minor medical, dental or vision expenses
  - Upcoming minor car repairs
  - ID cards or birth certificates
  - Bus tickets
  - Hotel vouchers for short-term stays for families experiencing homelessness
    - \*Assistance amount can vary.

[Mile High United Way](#) – or 211 – Multilingual and confidential service that connects individuals to critical resources including food, shelter, rental assistance, childcare, and more