



Utility Assistance Navigation Services



Need more information? Contact our Navigation Services Team at 303-432-5130 or 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 1st to April 30th), you will need to apply for LEAP before you can receive utility assistance from other agencies.
- 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)

1-855-469-4328

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

Xcel – ER Medical Certificates and Payment Plans

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 from one to three months.
- Emergency Medical Certificates : Call Xcel to set up
 - Protects from disconnection for two months and/or reconnects service
 - Xcel will fax Emergency Medical Certificate directly to doctor
- 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 conditions that require high electric use for cooling during the summer
 - Use more than 606 kilowatt hours of power per month June through September
 - Annual Household income by family size:
1- \$12,760 2- \$17,240 3- \$21,720 4- \$26,200
 - Complete application and submit by May 1st of the calendar year.
 - Application:
<https://www.xcelenergy.com/staticfiles/xcel/Corporate/CO%20Medical%20Exemption%20Program%20App.pdf>

Contents:

[Energy](#) – Page 1

[Weatherization](#) – Page 2

[Jefferson County](#) – Page 3

[Mountain Area](#) – Page 3

[Denver County](#) – Page 4

[Other Locations](#) – Page 5

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Leap – Low Income Energy Assistance Program

1-888-775- LEAP (5327)

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

- Assists with winter heating costs and weatherization from Nov. 1 – April 30
- Provides once-a-year assistance. Does not pay entire cost of heating.
- Applications 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 in:
 - Jefferson, Clear Creek and Gilpin county- application will have to be faxed or scanned/emailed to Discover Goodwill
 - Fax: 719-633-9098
 - Email: LEAPHELP@discovermygoodwill.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
 - Will need to provide a disconnect/shut off notice with application

United Power- Medical Certificates and Payment Plans

303-637-1300

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

Energy Outreach Colorado/Heat Help Line

303-825-8750

info@energyoutreach.org

225 East 16th Ave, Suite 200 Denver, CO 80203

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

www.energyoutreach.org/get-help

- Grant funding that can be accessed one-time per grant year (October 1st through September 29th). Helps to pay off remainder of energy utility balance.
- Must have applied for LEAP (if open) and received either an approval or denial letter.
- Must pay entire bill
- Contact Navigation to apply for this assistance.

Weatherization

Energy Resource Center: (720) 236-1321

953 Decatur St. Denver, CO 80204

<http://www.erc-co.org/get-started-now-low-income/>

- 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

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- If not receiving aid from the above programs, you may still qualify if your household income is 200% or less of the federal poverty level
- 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 fund availability and program eligibility.

The Action Center

Main Line: 720-215-4850

Utility Assistance Line: 720-407-6674

theactioncenter.org

- Rental assistance available when funds are available.
 - Need proof of Jeffco residency and photo ID
 - Provides a food bank, clothing bank, bus tokens, and work readiness support for Jefferson County residents

Senior Assistance Center

303-455-9642

2839 W 44th Ave, Denver, CO 80211

Hours: Tuesday and Wednesday between 10 am and 2 pm by appointment only

- Eligibility:
 - Reside in City and County of Denver or Jefferson county zip codes: 80033, 80212, 80214, 80215
 - 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)

Senior Resource Center

303-238-8151

3227 Chase St, Wheat Ridge, CO 80212

ww.srcaging.org

- Must be 60 years of age or older.

Catholic Charities

Funding Line: 720-377-1313

ccdenver.org

- Areas served include: Adams, Arapahoe, Denver and Jefferson Counties
- To inquire about funding, individuals must call the number above between 8:00 am and 8:45 am Monday through Friday to make a phone appointment
 - The message for this number will state what funding is available.
- 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

27640 Hwy 74, Evergreen, CO 80439

evergreenchristianoutreach.org

- Limited financial/utility assistance and services lower income mountain communities only.
 - 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 into inquire about fund availability.
- No assistance for firsts month rent or security deposit available.

Gilpin County Department of Human Services

303-582-5444

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

- Emergency assistance available to Gilpin County residents
 - Call for an appointment

Mountain Resource Center, Inc.

303-838-7552

11030 Kitty Drive, Conifer CO 80433

<https://www.mrcco.org/services/basic-needs/>

- Provides utility assistance (when funds available) to those in the service area
 - Monday-Wednesday 9 am-5 pm, Thursday 9am-7pm, closed for lunch from 1 pm-2 pm, Friday-CLOSED
 - 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

Denver County

Denver Human Services – Temporary Rental and Utility Assistance Program

Call 311 and press 6

- Eligibility requirements
 - Must reside in Denver county
 - Income limits based on family size
1 - \$52,000 4- \$74,250
- Documentation and steps required
 - Proof of household income
 - Proof of Denver residency
 - Proof of your rent due or rent increase note
 - Information about the cause of your housing crisis (job loss, unsafe housing conditions, potential eviction)
 - Participate in housing counseling and benefit navigation services

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Salvation Army

303-295-3366

www.imsalvationarmy.org

- Provides financial assistance for past due energy bills.
- Call to inquire about funding and an appointment. New appointments are available every Thursday at 9:00 am.
- Documentation required:
 - Photo ID and current utility bill

Families Forward Resource Center

303-307-0718

12000 E 47th Ave, Denver, CO 80239

www.familiesforwardrc.org

- Provides utility assistance for individuals residing in Denver, Adams, and Arapahoe Counties.

Other Locations

Sense of Security

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

303-669-3113

senseofsecurity.org

- Rental or financial assistance offered for CO residents, who meet income and program requirements, and are in current treatment for a breast cancer diagnosis
 - Call for further program requirements and information or download the application from their website under Programs tab. If you cannot access the application online, please request one at 303-669-3113, or toll-free at 866-736-3113.

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 photo ID, proof of residence, proof of income and current utility bill.

To find a list of more providers in Colorado that provide EOC funding:

<https://www.energyoutreach.org/find-agency/>