

Question Text	Program Name	Program Description
<b>FINANCIAL ASSISTANCE</b>		
If the customer has not used LIHEAP, is the customer interested?	<b>Low Income Home Energy Assistance Program (LIHEAP)</b>	Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program for low-income families that need help in meeting their costs of home energy. The services includes help with home energy bills from the period of October 1 - March 31 (electricity, natural gas, kerosene, propane, coal, or wood) for homeowners and renters. For more info call Catholic Charities: Kent County: (302) 674-1782; New Castle County: (302) 654-9295; Sussex County: (302) 856-6310
Is this a CHESAPEAKE UTILITIES or SHARP ENERGY client?	<b>Chesapeake Sharing Energy Conservation Grant</b>	A \$100 credit on the utility bill for any Chesapeake Utilities/Sharp Energy customer that receives energy conservation counseling with Home Energy Counseling & Check-up Program (HEC2). ***This credit is one-time only per account.*** <a href="https://chesapeakesharing.com/get-help/how-it-works/">https://chesapeakesharing.com/get-help/how-it-works/</a> 800-427-0015
Is the customer in need of emergency financial assistance in Sussex or Kent county?	<b>First State's Emergency Services</b>	First State's Emergency Services program assists clients who are having financial difficulty due to loss of employment, reduction in pay, loss of unemployment benefits, unforeseen medical expenses, etc. Eligible participants may receive emergency assistance on a limited basis with rent, utilities, evictions, medical bills/prescriptions, emergency shelter and food. Currently, Emergency Services are available only at our Sussex and Kent locations call First State Community Action agency. 800-372-2240 or visit <a href="https://www.firststatecaa.org/">https://www.firststatecaa.org/</a>
<b>HOME REPAIRS</b>		
Can the client afford to make energy efficiency upgrades to the home?	<b>Assisted Home Performance</b>	The Assisted Home Performance with ENERGY STAR® Program consists of a comprehensive home energy assessment and energy efficiency upgrades offered at significantly reduced costs. The program is available to income-qualified Delaware property owners (and renters via their landlord). We take a whole-house approach to improving your home's comfort, energy efficiency, durability and safety. Visit <a href="http://www.deseuhp.org/assisted-home-performance">http://www.deseuhp.org/assisted-home-performance</a> or call 877-524-1339.
Does the client have heating issues?	<b>Replace Repair Heaters and Conserve Energy (RRHACE)</b>	The Replace, Repair Heaters & Conserve Energy (RRHACE) Program is a statewide program that is available to help eligible low-income homeowners repair or replace furnaces, boilers and other direct heating components necessary to keep the home's primary heating source functional. All repair and replacement work is done by licensed contractors. To request an application, Sussex & Kent Counties contact Milford Housing Development Corporation at 302-491-4010; New Castle County contact The Energy Coordinating Agency at (302) 803- 6935 or (302)-778-9998.

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Is the HOMEOWNER in need of emergency home repairs?	<b>Statewide Emergency Repair Program (Milford Housing Development Corporation)</b>	The Statewide Emergency Repair Program (SERP) addresses emergency conditions threatening the safety of qualified Delaware owner-occupants and household members. The SERP provides qualified emergency home repairs to qualified homeowners. QUALIFICATIONS: 1. Have valid proof you own your home for 1 year or more 2. Currently reside in home for at least 1 year or more 3. Be current on property taxes or have a payment plan in place 4. Meet income guidelines 5. Housing condition must be immediate health or safety threat, for example: Heating system (winter months); Plumbing repairs (non-functioning); Electrical repairs (hazard exists); Roof repair/replacement (active leak); Major structural repairs; Urgent accessibility modifications. For more info call Milford Housing Development Corp at (302) 491-4010 or (844) 413-0038. Or visit <a href="https://www.milfordhousing.com/home-repair/">https://www.milfordhousing.com/home-repair/</a>
Is the client in Sussex County in need of home repairs?	<b>Neighborhood Revitalization: Home Repair Program</b>	Sussex County Habitat for Humanity is offering services to homeowners so they can continue to live in safe, decent homes for years to come. Some of our home repair work includes painting, landscaping, weatherization and minor repair services such as accessibility ramps, plumbing and electrical to preserve homes and revitalize neighborhoods. For more information, please contact the Neighborhood Revitalization Manager: Phone: 302-855-1153 x 208 or get the application at <a href="https://www.sussexcountyhabitat.org/wp-content/uploads/2021/03/repairapplication10.2020_dec.pdf">https://www.sussexcountyhabitat.org/wp-content/uploads/2021/03/repairapplication10.2020_dec.pdf</a> .
Is the HOMEOWNER in Kent or Sussex and in need of home repairs?	<b>Home Repair Project (Milford Housing Development Corporation)</b>	The Home Repair Project (HRP) provides health and safety home repairs to qualified Delaware homeowners in Kent and Sussex County. If you need a repair done to your home, but cannot afford it on your own you may be eligible. QUALIFICATIONS: 1. Have valid proof you own your home; 2. Currently reside in home for at least 1 year; 3. Meet income guidelines; 4. Housing conditions must be an immediate health or safety threat; 5. Housing conditions may not be pre-existing. For more info call Milford Housing Development Corp at (302) 491-4010 or (844) 413-0038. Or visit <a href="https://www.milfordhousing.com/home-repair/">https://www.milfordhousing.com/home-repair/</a>
If the customer has not used WAP, is the customer interested?	<b>Weatherization Assistance Program (WAP)</b>	The Weatherization Assistance Program is a free program designed to help establish comfortable, energy-saving homes. The program helps homeowners and renters cut their energy bills by weatherproofing and improving the energy efficiency of their homes. For more information visit <a href="https://dnrec.delaware.gov/climate-coastal-energy/sustainable-communities/weatherization/">https://dnrec.delaware.gov/climate-coastal-energy/sustainable-communities/weatherization/</a> or call 302-735-3480. Application assistance 302-504-6111
Is the HOMEOWNER in New Castle county, and not within the limits of Wilmington, in need of home repairs?	<b>Good Neighbors Home Repairs</b>	Good Neighbors Home Repair is a non-profit out of PA with the goal to make a difference in the lives of elderly and low-income homeowners by restoring their homes. QUALIFICATIONS: Low-income homeowner in northern New Castle county. For more information call (610) 444-1860, email <a href="mailto:info@goodneighborshomerepair.org">info@goodneighborshomerepair.org</a> or visit <a href="https://www.goodneighborshomerepair.org/request-form">https://www.goodneighborshomerepair.org/request-form</a>

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Is this a KENT COUNTY client in need of home repairs?	<b>CDHfH Home Repair Program</b>	Central Delaware Habitat for Humanity is offering a Home Repair Program for Kent County residents. The program includes home preservation, weatherization, critical home repair, and accessibility at no charge. Homeowners must own and occupy the home for at least one year and must earn 80% or below the area median income. For more information or to get an application contact 302-526-2366 ext 107 or visit <a href="https://harrington.delaware.gov/files/2022/09/Habitat-for-Humanity-Application.pdf">https://harrington.delaware.gov/files/2022/09/Habitat-for-Humanity-Application.pdf</a>
Is the client experiencing septic issues and lives in a rural community?	<b>SERCAP's Individual Septic Loan Program</b>	SERCAP's Individual Septic Loan Program offers loans of up to \$15,000 to residents of rural communities to pay for the installation of a new standard or alternative septic system. The interest rate is locked-in at the low-rate of 1%, and these loans are not readily available from other lending institutions. Contact Sherman Pennix at <a href="mailto:spennix@sercap.org">spennix@sercap.org</a> , call (540) 345-1184, or visit <a href="https://sercap.org/about/service-area/delaware">https://sercap.org/about/service-area/delaware</a>
Is the client looking to complete home improvement projects, lives in a rural community, and is interested in a loan?	<b>SERCAP Home Improvement Loan Program</b>	<i>The SERCAP Home Improvement Loan Program offers loans of up to \$15,000 to low and moderate income residents of rural communities to complete home improvement projects such as replacing faulty HVAC units and installing handicap infrastructures. Interest rates range from 3% to 6% based on the applicant's median household income and these loans are typically unavailable at affordable terms from traditional lending institutions. In addition, SERCAP accepts a lower credit score of 600 to increase borrower eligibility. Contact Sherman Pennix at <a href="mailto:spennix@sercap.org">spennix@sercap.org</a>, call (540) 345-1184, or visit <a href="https://sercap.org/about/service-area/delaware">https://sercap.org/about/service-area/delaware</a></i>
<b>UTILITY RESOURCES &amp; EDUCATION</b>		
Provide 'Additional Resources' through DE211?	<b>Delaware 211</b>	<i>Delaware 2-1-1 provides one central resource for access to the health and human service organizations that offer the support to make a difference. This free service is confidential and available when you need it. Dial 2-1-1 Monday-Friday or use this website <a href="https://delaware211.org/">https://delaware211.org/</a> to find out how you can receive help in an area of need: Utility/Financial Assistance, Emergency Housing, Food, Transportation, Healthcare, Senior Services, Legal Services, &amp; more Call 211</i>
Provide 'Stand By Me' financial Referral?	<b>Stand By Me</b>	<i>Stand By Me offers free one-on-one support to Delawareans who want to understand more about their money, make good financial decisions, and achieve financial goals. Fill out the form at <a href="http://www.standbymede.org">www.standbymede.org</a> or call us at 302-255-9621 or visit <a href="https://standbymede.org/">https://standbymede.org/</a></i>
Is this a DELMARVA POWER client?	<b>Delmarva Power Energy Wise Program</b>	<i>Energy Wise Rewards is a tool for Delmarva Power customers to take more control over your energy use. During the peak electricity demand times in the summer, Delmarva Power will automatically cycle off and on participating central air conditioners and heat pumps to help reduce the region's demand for electricity. This automatic reduction makes it easy for you to receive credits off your bill through the Peak Energy Savings Credit.</i>

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		<i>You'll receive a one-time Installation Credit of up to \$80 off your bill and your choice of an energy-saving device at no charge! To sign up visit <a href="https://energywiserewards.delmarva.com/de/">https://energywiserewards.delmarva.com/de/</a> or call 866-353-5799</i>
Is this a DELAWARE ELECTRIC CO-OP client interested in or owns a Smart Thermostat?	<b>Delaware Electric Co-op Beat the Peak Thermostats</b>	<i>DEC Members who install or who have already installed most Nest, Lux, Honeywell, Ecobee, Radio Thermostat, Sensi and Vivint programmable thermostats are eligible for an initial \$25 billing credit and also receive a \$5 credit on their electric bill during the months of June, July, August and September. To participate you will agree to allow DEC to adjust the thermostats a few degrees during summer Beat the Peak alerts. The alerts are issued when the price of energy is high. To sign up visit <a href="https://www.delaware.coop/btp/thermostats">https://www.delaware.coop/btp/thermostats</a></i>
Is this a DELAWARE ELECTRIC CO-OP client?	<b>Delaware Electric Co-op Beat the Peak</b>	<i>Beat the Peak provides Co-op members with the power to keep their electric rates affordable. During times when DEC issues Beat the Peak alert, DEC ask members to conserve energy. DEC recommends you turn off unnecessary lights, delay the use of major appliances like dishwashers and dryers and turn your thermostat up a few degrees in the summer and down a few degrees in the winter. Because DEC is a not-for-profit utility, those savings are passed on to you in the form of affordable rates. To learn how to participate in the program, please visit <a href="http://www.beatthepeak.coop">www.beatthepeak.coop</a>.</i>
Is the client a City of CLAYTON, MILFORD, NEW CASTLE or SEAFORD electric recipient?	<b>Efficiency Smart</b>	<i>Efficiency Smart, an energy efficiency program for City of Clayton, Milford, New Castle and Seaford customers. DEMEC's, energy efficiency program, Efficiency Smart, offers rebates and several services designed to help residents and businesses reduce energy use. The programs include: Product Rebates, Meter Loan program and an Online Product Store for reduced rate energy efficiency supplies. For more information visit <a href="http://www.efficiencysmart.org">www.efficiencysmart.org</a> or call (877) 889-3777.</i>
<b>SPECIFIC NEEDS</b>		
Is this client in need of an air conditioning unit?	<b>Summer Cooling Assistance Program (SCAP)</b>	<p>The Summer Cooling Assistance Program (S.C.A.P.) provides energy efficient air conditioners to low-income households during some of the summer months. The goal is to ensure the health and safety of low income residents, particularly households with small children, elderly individuals, and those clients with chronic health conditions aggravated by extreme heat conditions. To be eligible, households must meet income eligibility requirements at or below 200% of the Federal Poverty Guidelines; have not received an air conditioner from SCAP in the past 10 years AND be over 60 or have a disability or breathing condition or child(ren) 5 or younger in the home. Call Delaware 211. Division of State Service Centers or Catholic Charities. Must apply for LIHEAP first.</p> <p>For <b>Energy Assistance</b> in New Castle County, call <a href="tel:302-654-9295">302-654-9295</a>.</p> <p>For <b>Energy Assistance</b> in Kent County, call <a href="tel:302-674-1782">302-674-1782</a>.</p> <p>For <b>Energy Assistance</b> in Sussex County, call <a href="tel:302-856-6310">302-856-6310</a>.</p>

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Does the client need assistance with internet access or cost?	<b>Internet Assistance Programs</b>	1. Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households. This benefit provides eligible consumers with a monthly discount of up to \$9.25. Call the Lifeline Support Center at 1-800-234-9473 or visit <a href="http://www.lifelinesupport.org">www.lifelinesupport.org</a>