



The Delaware Energy Directory and Utility & Fuel Assistance Guide

Version 6.0
December 2019



Delaware Energy Service Providers that are:

- Community-oriented
- Effective
- Socially equitable
- Environmentally sustainable
- Economically feasible
- Customer friendly
- A pleasure to use

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WELCOME TO THE “DELAWARE ENERGY DIRECTORY AND UTILITY & FUEL ASSISTANCE GUIDE”:

The *Delaware Energy Directory and Utility & Fuel Assistance Guide* has been designed and developed by the Delaware Sustainable Energy Utility (*Energize Delaware*) as a “roadmap” for identifying energy efficiency Programs and Service Offerings that reduce the burden of high energy usage and improve the quality of health and safety in the home for those in need.

Energize Delaware operates as the premier one-stop shop for connecting and empowering energy consumers with the resources to reduce costs, improve the environment and ensure energy independence for future generations. *Energize Delaware* develops and implements energy-efficient solutions, as well as, clean-energy and air-pollution-reduction programs. These programs include funding, financing and educational programs.

In addition, *Energize Delaware* provides technical and financial services to clients so that they can make informed decisions regarding their energy future. *Energize Delaware* focuses on building relationships with residents and businesses so that they are motivated to use less energy, generate clean energy and reduce harmful emissions. *Energize Delaware* serves people of all incomes and housing styles as well as businesses, industries and institutions from all sectors of the economy.

HOW TO USE THIS DIRECTORY:

The Delaware Energy Directory and Utility & Fuel Assistance Guide (Directory) is designed to be a guide or roadmap to identify and contact program providers about energy efficiency service offerings using Section Tabs and Guide Keys to easily navigate yourself through the vast number of energy efficiency resources provided by organizations within the State of Delaware.

The Directory begins with an explanation or interpretation of how to identify each major program section and the meaning behind each icon illustration used to symbolize service offerings. A Table of Energy Program Providers and corresponding guide keys with contact numbers provides a quick way of determining need assessment and point of contact information. A Map of Program Providers illustrates the geographical proximity to a service offering that is needed to reduce energy burden in the home. The Quick Resource Guide is a fast way to find an organization providing a program service offering. Most Program Service Offerings use either the Federal Poverty Level (FPL) or the Area Medium Income (AMI) to determine eligibility and the income guidelines are clearly identified in the Income Guideline Section. The balance of the Directory is filled with valuable information about individual Programs, Utility Service Offerings, Services Disconnection information, Advocacy resources, Financial tools and resources, Energy saving tips, health and safety tips, State Service Center & Utility Provider points of contact, as well as a Glossary of terms that help you better understand and effectively use this Directory.

Energize Delaware encourages everyone to use this Directory so that we are ***taking charge together***.

HOW TO INTERPRET LEGENDS:

The legends listed below serve as a navigational tool to assist you in pairing energy service providers with specific categories of needs.

SECTION TAB To Program Offerings:



This **Section Tab** is located on the upper right-hand corner of each page separating each major section of the “*Delaware Energy Directory and Utility & Fuel Assistance Guide*”.

GUIDE KEY To Service Offerings:

This **Guide Key** is associated each Energy Service Provider that offers this energy or health and safety measure or improvement in the Energy Services Directory.



Safety



Heating & Cooling



Water Heater



Resident Services



Appliance



Weatherization



Roof Repairs



Lighting



Windows



Construction, Renovation, Repair Services



Electrical



Plumbing



Indoor Air Quality



Energy Efficiency Programs



Housing, Education and Financial Empowerment



Home Repair



Financial Empowerment



Home Repair & Block Grants

ENERGY PROGRAM PROVIDERS:

Energy Program Provider	Guide Key to Service Offerings	Section Tab	Page #
Energize Delaware	 Energy Efficiency Programs	Energy Program	12-18
Catholic Charities	 Weatherization	Energy Program	19
Energy Coordinating Agency	 Weatherization	Energy Program	19
First State Community Action Agency	 Heating & Cooling	Energy Program	20-21
Milford Housing	 Home Repair	Energy Program	22-23
HELP Initiative, Inc.	 Lighting	Energy Program	18
NCALL Research	 Housing, Education & Financial Empowerment	Energy Program	31
Wilmington Housing Authority	 Resident Services	Energy Program	32
Habitat for Humanity <ul style="list-style-type: none"> ▪ New Castle ▪ Kent ▪ Sussex 	 Construction, Renovation, Repair Services	Energy Program	33
Delaware State Housing Authority	 Home Repair & Block Grants	Energy Program	35
Delaware Housing Opportunity Fund	 Construction, Renovation, Repair Services	Energy Program	30
Stand-by-Me	 Financial Empowerment	Finance	50

QUICK RESOURCE GUIDE:

FUEL ASSISTANCE GRANTS

Low Income Home Energy Assistance Program 302-856-6310

Federal grant to help pay primary or secondary heating/cooling bills

Crisis 302-856-6310

Grant used to pay heating or cooling bill in emergency situations

Delaware Energy Assistance Program

Assistance with home heating energy cost – **Dover** 302-674-1782

Assistance with home heating energy cost – **Wilmington** 302-654-9295

Assistance with home heating energy cost – **Georgetown** 302-856-6310

ENERGY CONSERVATION PROGRAMS

Weatherization Assistance Program – WAP

New Castle County 302-504-6111

Kent County 302-674-1782

Sussex County 302-856-6310

Assistance with improving the energy efficiency of low-income homes

Energize Delaware HPwES Program 877-524-1339

Home Energy Counseling & Checkup 855-314-9966

Delmarva Power 1-800-375-7117

Offers several programs to help lower usage

Chesapeake Utilities 1-800-427-0015

Offers low interest loans and grants to improve home energy efficiency

Delaware Electric Cooperative 1-855-332-9090

Offers grants, rebates and tools to help customer's lower usage and increase savings.

EMERGENCY REPAIR PROGRAM

Milford Housing Development Corporation 302-422-8255

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

Delaware Housing Opportunity Fund 302-762-4800

3615 Miller Road, Wilmington, DE 19802

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

HEATING & COOLING REPAIR & REPLACEMENT

Heating System Repair and Replacement

Provides repairs and replacement of furnaces, boilers, and other direct heating components for low-income homeowners

1-800-372-2240

302-856-7761

ASSISTANCE with UTILITY DISPUTES and OTHER PROBLEMS

Delaware Legal Help Link

Legal advice and representation concerning utility disputes for low-income customers

302-478-8850

Delaware Public Service Commission

Responds to complaints about electric, gas, water and telephone service

1-800-692-7380

Delaware Department of Justice Consumer Protection Unit

Designed to protect and safeguard the rights of consumers

302-577-8600

Delaware Public Advocate

The DPA acts as a liaison between customers and their regulated utilities

1-888-607-2427

GENERAL INFORMATION

DE 211 All-purpose information and referral service free to all Delawareans

1-800-560-3372

\$tand By Me 50 + Program Resource/referral service for senior citizens (50 & over)

- New Castle
- Kent
- Sussex

302-651-3401

302-721-5018

302-415-1542

Emergency Funds by Organization

The following organizations have small grants to assist with crisis alleviation, utility assistance, security deposits, etc. Eligibility, requirements, and funding vary by program. Call to set up an appointment or request more information.

Organization	Phone	Service Area
<u>Supportive Services for Veterans and Families</u> 801 West St., Wilmington, DE 19801 1114 S. Dupont Hwy., Dover, DE 19901 123 Pennsylvania Ave. Seaford, DE 19973	302-250-5868 302-518-5338 302-332-0913	New Castle Kent Sussex
<u>West End Neighborhood House, Inc.</u> 710 North Lincoln St. Wilmington, DE 19805	302-658-4171	New Castle
<u>Immaculate Heart of Mary Church</u> 4701 Weldin Rd, Wilmington, DE 19803	302-764-1430	Northern New Castle
<u>Neighborhood House, INC.</u> 1218 B St. Wilmington, DE 19801	302-658-5404	New Castle
<u>St. Helena's Parish Social Outreach</u> 602 Philadelphia Pike, Wilmington, DE 19809	302-764-7545	New Castle
<u>Cathedral of St. Peter's Seton Center</u> 500 N West St, Wilmington, DE 19801	302-654-5920	New Castle
Community Resource Center	302-227-1340	Kent/ Sussex
West Side Grows Together 710 N. Lincoln St. Wilmington DE 19805	302-658-4171	New Castle
Delaware Housing Opportunity Fund 3615 Miller Rd, Wilmington, DE 19802	302-762-4800	New Castle

Program Providers by County

New Castle County

50+ Program, Wilmington Senior Center
1901 N. Market St., Wilmington, DE 19802
(P) 302-651-3427 or 302-651-3401

Delaware Technical Community College, Wilmington Campus
333 North Shipley Street, Room 101 Wilmington, DE 19801
(P) 302-552-5970

Hispano Program, Latin American Community Center
301 N. Harrison Street, Wilmington, DE 19805
(P) 302-655-7338

West End Neighborhood House
710 N. Lincoln Street, Wilmington, DE 19805
(P) 302-658-4171 ex.120

Kent County

NCALL Research, Inc.
363 Saulsbury Road, Dover Delaware 19904
(P) 302-678-9400

Program Description:

Delaware Technical Community College
Terry Campus, 100 Campus Drive, Dover, DE 19904
(P) 302-857-1058

Sussex County

Delaware Technical Community College
Student Service Center, Owens Campus
18800 Seashore Highway, Room 921, Georgetown, DE 19947
(P) 302-259-6731

NCALL Research, Inc., Georgetown Office
110 S. Bedford Street, Georgetown, DE 19947
(P) 302-678-9400

Statewide

Food Bank
(P) 302-292-1305 ex. 206

Delaware Technical Community College, Stanton Campus
400 Stanton- Christiana Road, Room M1, Newark, DE 19713
(P) 302-292-3800

Food Bank of Delaware
14 Garfield Way, Newark, DE 19713
(P) 302-292-1305 ex. 206

Hudson State Service Center
501 Ogletown Road, Newark, DE 19711
(P) 302-283-5562

Wilmington University
320 N. DuPont Highway, New Castle, DE 19720
(P) 302-356-6800

Wilmington University
3282 DuPont Highway, Dover, DE 19901
(P) 302-632-8679

\$tand By Me Hispano
(P) 302-678-9400 or 302-419-4448

Goodwill Delaware & Delaware County
18178 S. Sussex Highway, Bridgeville, DE 19938
(P) 302-337-7284 ex. 154

\$tandBy Me Hispano, La Esperanza
(P) 302-419-4448 or 302-854-9262

INCOME GUIDELINES -FPL

Programs listed in the 2019 Delaware Energy Directory and Utility & Fuel Assistance Guide use income guidelines based upon the following Federal Poverty Level (FPL).

2019 Delaware Energy Assistance Program Benefit Matrix																															
Household Size ¹ :																															
1	2	3	4	5	6	7	8																								
\$ 12,140	\$ 16,460	\$ 20,780	\$ 25,100	\$ 29,420	\$ 33,740	\$ 38,060	\$ 42,380	100% Federal Poverty Guideline																							
Maximum Income Limits for the Poverty Percent Interval:																															
1	2	3	4 ⁴	5	6	7	8	Poverty Percent Interval ²		KERO, PROPANE			FUEL OIL			ELECTRIC		GAS		OTHER											
\$ 3,095	\$ 4,197	\$ 5,298	\$ 6,400	\$ 7,502	\$ 8,603	\$ 9,705	\$ 10,806	0%	to	25%	\$ 1,852	\$ 1,266	\$ 859	\$ 573	\$ 483	\$ 6,130	\$ 8,312	\$ 10,493	\$ 12,675	\$ 14,857	\$ 17,038	\$ 19,220	\$ 21,401	26%	to	50%	\$ 1,675	\$ 1,145	\$ 777	\$ 519	\$ 437
\$ 9,165	\$ 12,427	\$ 15,688	\$ 18,950	\$ 22,212	\$ 25,473	\$ 28,735	\$ 31,996	51%	to	75%	\$ 1,211	\$ 828	\$ 562	\$ 375	\$ 316	\$ 12,200	\$ 16,542	\$ 20,883	\$ 25,225	\$ 29,567	\$ 33,908	\$ 38,250	\$ 42,591	76%	to	100%	\$ 875	\$ 599	\$ 406	\$ 271	\$ 228
\$ 15,235	\$ 20,657	\$ 26,078	\$ 31,500	\$ 36,922	\$ 42,343	\$ 47,765	\$ 53,186	101%	to	125%	\$ 648	\$ 443	\$ 300	\$ 201	\$ 169	\$ 18,270	\$ 24,772	\$ 31,273	\$ 37,775	\$ 44,277	\$ 50,778	\$ 57,280	\$ 63,781	126%	to	150%	\$ 509	\$ 348	\$ 236	\$ 158	\$ 133
\$ 21,305	\$ 28,887	\$ 36,468	\$ 44,050	\$ 51,632	\$ 59,213	\$ 66,795	\$ 74,376	151%	to	175%	\$ 440	\$ 301	\$ 204	\$ 136	\$ 115	\$ 24,340	\$ 33,002	\$ 41,663	\$ 50,325	\$ 58,987	\$ 67,648	\$ 76,310	\$ 84,971	176%	to	200%	\$ 384	\$ 262	\$ 178	\$ 119	\$ 100

Approved Date **4/20/2018**
Updated Dates _____

¹ Household members represent those related and/or unrelated individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for residential energy in the form of rent.

² Poverty Percent Interval for the household is calculated by dividing the household's gross income by the dollar amount equal to 100% of the Federal Poverty Guideline, multiplying the result by 100, and expressing the result as a rounded percent. Gross income is the household's income before any deductions or adjustments, such as taxes or medical costs, are made to the household income.

³ This row represents 100% of the 2018 Federal Poverty Guidelines that were issued in the Federal Register Volume 83, Number 12, on January 18, 2018 by the U.S. Department of Health and Human Services (HHS) [http://aspe.hhs.gov/poverty/index.cfm]. For households with more than 8 persons, add \$4,320 to the 100% Federal Poverty Guideline for each additional person and calculate the Poverty Percent Interval. For example, household with 9 members has 100% federal poverty guideline of \$42,380+\$4,320=\$46,700.

⁴ In Delaware \$54,116 = 60 Percent of the Estimated State Median Income for Four-Person Families for Federal Fiscal Year (FFY) 2018, for Use in the Low Income Home Energy Assistance Program (LIHEAP). Published by the Federal Children and Families Administration in the Information Memorandum LIHEAP-IM-2017-03, on July 25, 2017. The LIHEAP statute establishes 150 percent of the federal poverty level as the maximum income level allowed in determining LIHEAP income eligibility, except where 60 percent of state median income is higher. DE LIHEAP expects the value for 60% of SMI for 4-Person Families for FFY 2019 to be above \$50,325.

Flat LIHEAP Benefit for clients living in subsidized housing when heat is not included in the rent is **\$ 199** and rent is less or equal to **\$ 446** per month. If rent in subsidized housing is greater than **\$ 446** per month, then LIHEAP Benefit is issued based on the LIHEAP Benefit Matrix

Example: Household size 4 with gross income **\$ 25,225** belongs into poverty interval **101%** to **125%** and should receive Electric Benefit of **\$ 300**

INCOME GUIDELINES -AMI

Income guidelines for many energy programs such as the Home Energy Counseling & Checkup Program (HEC²) are based on the Area Median Income (AMI), also referred to as HUD Income guidelines. The program services clients 80% below median income (low-moderate income).

FY 2019 Low-Income (80%) Limit (LIL)							
1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
44,200	50,500	56,800	63,100	68,150	73,200	78,250	83,300



Assisted Home Performance with ENERGY STAR

Description: This program helps Delawareans by improving the energy efficiency of their home at a significantly reduced cost. Benefits include:

1. Improve your home's comfort, increase energy efficiency and reduce your energy costs
2. Get a comprehensive home energy assessment and have a variety of energy-saving products installed
3. Energy-Saving Products installed during the Home Energy Audit include up to \$200 worth of energy-saving measures including:
 - a. Energy-efficient light bulbs
 - b. Faucet aerators and efficient-flow fixed showerheads
 - c. SmartStart™ shower valve
 - d. Water heater pipe insulation
4. Rebates and Loans - Rebates are capped at 50% of the total installed cost up to the incentive level indicated; whichever is lower. You are responsible for paying the remaining costs. Visit EnergizeDelaware.org/AHPES to view current available rebates. Low-interest loans are available to qualifying homeowners through our residential energy efficiency loan program.

Qualifications Process: Available to income qualified Delaware Property owners (and renters via their landlord)

1. Complete the initial enrollment screening
What to bring:
 - a. Photo ID
 - b. Proof of income (1 month)
 - c. Monthly expenses /bills
 - d. Social security cards for all household members
2. Receive a confirmation letter from determining your eligibility
3. Schedule a home energy assessment on the link below
 - a. <http://www.energizedelaware.org/Assisted-Home-Performance/>
4. Select a contractor from the list of participating contractors
 - a. www.energizedelaware.org/residential/home-performance-with-energy-star/contractors/
5. Complete your home energy efficiency upgrades. Your energy auditor will work with you to help you decide what measures make the most sense for you and your property.

Contact Information: For program eligibility, see Income Section on link <http://www.energizedelaware.org/Assisted-Home-Performance/> or you can call the Energize Delaware Home Performance Call Center at 877-524-1339.

Map Location:

https://www.google.com/search?q=delaware+sustainable+energy+utility&rlz=1C1EJFA_enUS731US746&oq=delaware+Sustainab&aqs=chrome.0.0j69i57j0l4.7799j0j8&sourceid=chrome&ie=UTF-8#



Home Performance with ENERGY STAR

Description: Through this program, Energize Delaware can connect homeowners in Delaware with rebates and savings to assist families that want more comfortable and energy efficient homes. Benefits include:

1. Delaware homeowners can receive a rebate for 75% of the cost (up to \$300) for a home performance energy assessment
2. Rebates available to offset upgrade costs
3. Typical utility cost savings of 20% or more
4. Fewer drafts and more comfortable rooms
5. Comprehensive work performed by specially trained contractors
6. A healthier, safer, higher quality home
7. Lower greenhouse gas emissions and higher energy efficiency

Qualification Process:

1. Get connected with an energy advisor or energy auditor by calling 877-524-1339
2. Schedule and conduct the Home Performance energy assessment
3. Review your Home Performance assessment report and recommended improvements
4. Ask about special 5.99% home energy loans and financing up to \$30,000 (for up to 10 years)
5. Be referred to participating contractors who can complete the recommended work, and help you review bids and contracts from participating contractors
6. To qualify for rebates, a home energy assessment must be completed, and a rebate reservation secured in advance of making upgrades. To qualify for eligible rebates, your participating contractor must submit documentation of the completed project within 90 days of your reservation confirmation.
7. With your permission, your contractor will install the following products to secure future savings and increase the energy efficiency of your home at a value of up to \$200...
 - a. Energy-efficient light bulbs
 - b. Faucet aerators
 - c. Efficient-flow fixed showerheads
 - d. SmartStart™ shower valve
 - e. Water heater pipe insulation

Contact Information: Apply online at www.energizedelaware.org/residential/home-performance-with-energy-star/homeowners/ or call (877) 524-1339 | (302)883-3048

Map Location:

https://www.google.com/search?q=delaware+sustainable+energy+utility&rlz=1C1EJFA_enUS731US746&oq=delaware+Sustainab&aqs=chrome.0.0j69i57j0l4.7799j0j8&sourceid=chrome&ie=UTF-8#



Home Energy Counseling & Check-up Program (HEC²)

Description: Energize Delaware’s Home Energy Counseling & Check-up (HEC²) Program is designed to empower the economically vulnerable and diverse Delaware population by providing access to high-quality energy efficiency education, products and services. HEC² offers Delaware residents resources for utility bill payment assistance, energy education, weatherization and related home repair services. The program includes:

1. In-Home Energy Check-Up and Counseling:
2. An Energy Advisor will provide a personalized overview of ways to save, plus install FREE energy-saving products (*up to \$100 value*).
3. Energy Conservation Workshops:
4. A FREE workshop to learn low-cost/no-cost ways to save energy and receive a weatherization kit (*\$30 value*). No income guidelines and open to the public.
5. Pop-up Energy Centers:
6. An Energy Educator will meet one-on-one to discuss your energy-related needs and provide advice and referral services.

Qualifications Process: The program services clients 80% below median income (low-moderate income).

FY 2019 Low-Income (80%) Limit (LIL)							
1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
44,200	50,500	56,800	63,100	68,150	73,200	78,250	83,300

1. Documentation requirements for proof of eligibility:
 - a. Photo ID for the applicant
 - b. At least (1) or more utility bills
 - c. Proof of income (pay stub or W2), Proof of benefit (Social Security, SSI, TANF, GA, WIC, and/or food stamps award letter) OR Recent award letter from (1) of the following: Food Stamps, WIC, LIHEAP, TANF/GA, or Medicaid.

Contact Information: For more information or to sign-up visit www.deseuhp.org/home-energy-counseling-checkup-program or call 855-314-9966.

Map Location:

https://www.google.com/search?q=delaware+sustainable+energy+utility&rlz=1C1EJFA_enUS731US746&oq=delaware+Sustainab&aqs=chrome.0.0j69i57j0l4.7799j0j8&sourceid=chrome&ie=UTF-8#



Downtown Development Districts Home Performance Program

Description: Through this program, Energize Delaware is able to increase the rebates and savings of the Home Performance with the ENERGY STAR program for Delawareans that have both commercial and residential properties in Downtown Development Districts.

Qualification Process:

1. Eligibility requires that the property must be located in one of eight designated Downtown Development Districts including; (a) Dover, (b) Seaford; (c) Wilmington; (d) Georgetown; (e) Harrington; (f) Laurel; (g) Milford; (h) Smyrna
2. Connect with an Energy Advisor by calling 877-524-1339
3. Answer questions about the process, typical upgrades and available rebates
4. Schedule and conduct the home performance energy assessment
5. Review your Home Performance Assessment Report and recommended improvements
6. *Audit cost is only \$50 for those living in a residential or mix housing building in a designated Downtown Development District*
7. Benefits include
 - a. Energy performance assessment**
 - b. Energy advisor may install up to \$200 worth of products such as
 - I. Energy-efficient light bulbs
 - II. Faucet aerators
 - III. Efficient-flow fixed showerheads
 - IV. SmartStart™ shower valve
 - V. Water heater pipe insulation
 - c. After the assessment, your energy advisor will provide you with a list of recommended measures to help improve your building's or home's energy efficiency and lower your costs
 - d. Your energy advisor will provide you with a list of rebates that can reduce the cost of energy saving improvements

Contact Information: This Program is a subsidiary of the Home Performance Program and has the same phone number as Home Performance at 877-524-1339

Map Location:

https://www.google.com/search?q=delaware+sustainable+energy+utility&rlz=1C1EJFA_enUS731US746&oq=delaware+Sustainab&aqs=chrome.0.0j69i57j0l4.7799j0j8&sourceid=chrome&ie=UTF-8#



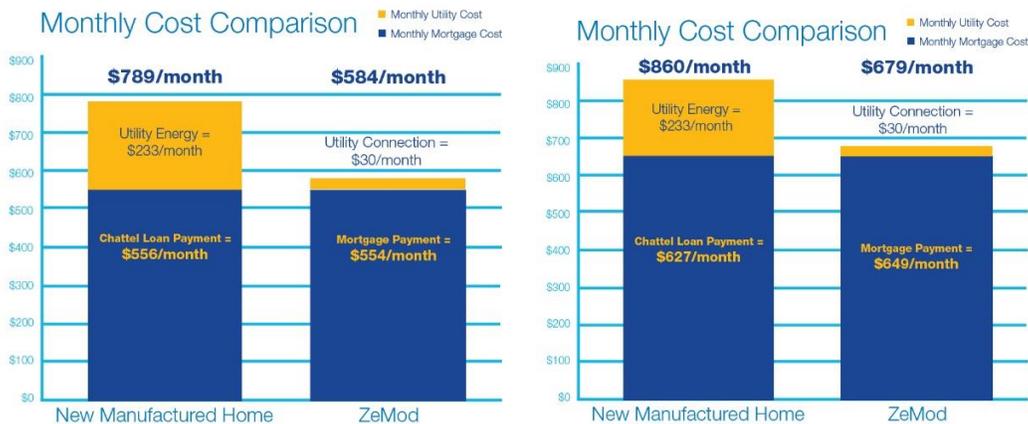
ZeMod - Zero Energy Modular Home Program

Description: Energize Delaware in partnership with Milford Housing Development Corporation is offering a new and exciting construction program. Through this program and in partnership with Milford Housing and Berach Homes, Energize Delaware plans to construct 25 zero energy ready homes. This means the following to Delawareans:

1. First of its kind, highly energy efficient and comfortable homes
2. Durable and affordable housing
3. Projected energy bill savings of 70% for the potential homeowners
4. Low-interest mortgage for Delawareans with low to medium income

Standard Features include (a) Solar Electricity; (b) Super-insulated 10” exterior walls; (c) Bamboo Floors in the living room; (d) High-performance doors and windows; (e) Fresh air ventilation system; (f) Central heat and air conditioning w/mini split heat pump; (g) ENERGY STAR® appliances & lighting

Qualification Process: Everyone is eligible to purchase a ZeMod home. The grants and down payment assistance benefits depend upon income. Grants and down payment assistance: Delawareans at or below 120% Area Median Income (AMI) can qualify for up to \$25,000 in down payment assistance and up to \$16,500 in energy incentives. <http://www.zemodelaware.com/why-zemod/affordable/>



*Pricing does not include land and site work costs. Incentives and down payment assistance programs reduce total price for income-qualified buyers.

Contact Information: Call MHDC at 302-422-8255 to speak with a ZeMod Delaware specialist and see if you qualify.

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=gaXJXcihNoyQ_Qa3853ACg&q=Milford+Housing+Development+Corporation+&oq=Milford+Housing+Development+Corporation+&gs_l=psy-ab.3..0j0i22i30i4j38.5063.5063..7559...0.1..0.103.103.0j1.....0....2j1..gws-wiz.....0i71.ymkO3es6AMc&ved=0ahUKEwil5sSN4uLIAhUMSN8KHbd5B6gQ4dUDCAs&uact=5



Pre- Weatherization Assistance Program

Description: Families whose homes are disqualified from the Weatherization Assistance Program (WAP) because they were structurally unsound may be eligible for help through the Pre- WAP program. Services included as follows: (1) Home Inspection; (2) Connect with a contractor; (3) Setup repairs; (4) Quality Assurance post inspection; (5) WAP Assistance.

The following repairs may be fixed through the Pre-WAP program: (1) Roof repairs; (2) Window and Door Repairs; (3) Masonry Repairs; (4) Minor Plumbing and electrical repairs; (5) Other minor repairs which would prevent the home from qualifying for the WAP Program.

Qualification Process: Clients must first apply to the WAP Program and be deferred by a WAP Auditor before they can qualify for the Pre-WAP Program. Everyone who applies for WAP Program does not qualify for Pre-WAP. The WAP Administrator will directly refer deferred clients to the Pre-WAP Program. Clients who receive Pre-WAP services must then complete the WAP Program services.

1. Please refer to the Quick Resource Guide (Tab 6) on how to apply for the WAP Program

Contact Information: Apply by contacting the agencies below directly or visit www.de.gov/wap or call the WAP Grantee (DNREC) at 302-735-3480

New Castle

Energy Coordinating Agency
800 Industrial St.
Wilmington, DE 19801
(302) 504-6111

Kent County

Catholic Charities, Inc.
2099 S. DuPont Highway
Dover, DE 19901
(302) 674-1782

Sussex County

Catholic Charities, Inc.
406 S. Bedford St, Ste 9
Georgetown, DE 19947
(302) 856-6310

Map Location:

New Castle: https://www.google.com/search?q=google+map+-+800+Industrial+St.+Wilmington%2C+DE+19801&rlz=1C1EJFA_enUS731US746&oq=google+map+-+800+Industrial+St.+Wilmington%2C+DE+19801&aqs=chrome..69i57j69i64.15613j0j4&sourceid=chrome&ie=UTF-8#

Kent County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=uq7JXYb8G4WY_Qbn3IbQAg&q=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&oq=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&gs_l=psy-ab.3...67261.83877..85115...0.0..2.186.5764.23j30.....0....1j2..gws-wiz.....33i22i29i30j0i22i30j0.4PG1Jfml-U&ved=0ahUKEwiGwZLz6uLIAhUFTN8KHWeuASoQ4dUDCA&uact=5#

Sussex County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=PLTJXceAK4GKggfcy5uQBQ&q=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&oq=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&gs_l=psy-ab.3..33i299.303356.303356..304796...0.2..0.155.155.0j1.....0....2j1..gws-wiz.....0i71.xN3xkXpJczQ&ved=0ahUKEwiHjs2T8OLIAhUBheAKHdzlBIIQ4dUDCA&uact=5#



WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Description: This federally funded program is administered by DNREC and delivered by Catholic Charities and the Energy Coordinating Agency. This free service helps qualified low-income households reduce energy bills by saving energy.

Qualification Process: The WAP program prioritizes households based on age and special needs of residents. Income qualification is 200% of federal poverty level. (*See the Income Guideline Section Tab*). You will need to provide the following information:

1. Photo ID for all the adults in the household
2. Social Security cards for all household members
3. Verification of ownership
4. Lease, if renter, and landlord's name, address and telephone number
5. Utility bills (electric, gas, oil, and propane). Twelve-month histories are preferred
6. Income documents for all adults:
 - a. Pay stubs for last 3 months
 - b. Social Security and SSI payment documentation
 - c. Public Assistance (TANF and GA)
 - d. Unemployment compensation
 - e. Proof of child support and/or alimony
 - f. Proof of all types of pensions
 - g. Tax records for past 2 years

Depending on the results of the free energy audit, WAP Services may include: (1) Air sealing, weather stripping, replacement of glass, and crack patching; (2) Wrapping of hot water heaters, heating pipes, and ducts; (3) Sealing heating and cooling ducts; (4) Attic, wall and floor insulation, and ventilation; (5) Energy education; (6) Programmable thermostat; (7) Heating repair referral; (8) Other items recommended by auditor. The WAP Program operates year-round and statewide.

Contact Information: Apply by contacting the agencies below directly or visit www.de.gov/wap or call the WAP Grantee (DNREC) at 302-735-3480

New Castle

Energy Coordinating Agency
800 Industrial St.
Wilmington, DE 19801
(302) 504-6111

Kent County

Catholic Charities, Inc.
2099 S. DuPont Highway
Dover, DE 19901
(302) 674-1782

Sussex County

Catholic Charities, Inc.
406 S. Bedford St, Ste 9
Georgetown, DE 19947
(302) 856-6310

Map Location: See Pre-Weatherization Assistance Program Section for Map Locations.



Energize Delaware - Lights-On Delaware Strong Program

Description: Energize Delaware’s “Lights-On Delaware Strong” is designed to reduce incidents of crime, as well as attract investment by new businesses and residents to revitalize the community. The Lights-On Program will offer several vital health and public safety services. At eligible properties in poorly lit areas of a designated City, the Lights-On program will: (1) install energy efficient LED porch lights that can be illuminated from dusk to dawn; (2) provide a switch plate cover for front door/porch light switches as an additional reminder to encourage residents to keep their porch lights on at night; (3) and install a rear-property solar powered motion flood light as a further deterrent measure. Each resident participating in the program must pledge in writing to: (1) Report suspicious or criminal activity; (2) Encourage their neighbors to participate in the Lights-On campaign; (3) Keep their front porch light on at night; and (4) Attend energy efficiency workshops.

Qualification Process: Residents and small business owners (Clients) are eligible if the property resides inside the defined target area for the Lights-On campaign within that City. The target area is based on crime statistics over a twelve (12) month period.

1. A door hanger is left on the front door within forty-eight (48) hours of canvassing a specific street with the target area. The installation crew will knock on the front door and introduce themselves and explain the features and benefits of the Lights-On Program. An Installation Site Assessment, Pledge Form, and Homeowner Waiver of Liability form are signed by the client and the installation process begins.
2. Each client who signs the Pledge Form will be contacted by a HELP Initiative representative about a date and time to attend an energy efficiency educational workshop.

Contact Information: Call the HELP Initiative at 302-672-0778 or go to their website at www.HelpInitiativeDE.org and request information about the Lights-On Delaware Strong Program.

Map Location:

https://www.google.com/search?q=google+%2Cmap+101+W.+Loockerman+Street+Dover+DE&rlz=1C1EJFA_enUS731US746&oq=google+%2Cmap+101+W.+Loockerman+Street+Dover+DE&aqs=chrome..69i57j69i64.19201j0j8&sourceid=chrome&ie=UTF-8#



Replace or Repair Heaters and Conserve Energy Program

Description: The Replace or Repair Heaters and Conserve Energy (RRHACE) Program is funded by Delaware Division of Health and Social Services (DHSS) to assist low-income homeowners to repair or replace primary heating systems. All work must be completed by a licensed contractor.

Qualification Process:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Home must be owned by the applicant 2. Income must be at or below 200% of the Federal Poverty Level (<i>See the Income Guideline Section Tab</i>). 3. Client must be referred by a Delaware Health and Social Services representative 4. Applicant must apply in person at a local DSSC (<i>See State Service Center Section Tab</i>) and bring the following documents to the intake appointment: <ol style="list-style-type: none"> a. Photo ID for anyone in the home | <ol style="list-style-type: none"> b. Proof of Income for everyone c. Monthly bills and expenses d. Proof of homeownership <p>5. Participants will also receive energy education. The purpose of the Energy Educating Program is to help clients lower their utility bills by providing them with energy education through free workshops, trainings, home visits and printed information.</p> |
|--|---|

Contact Information: First State Community Action Agency

Office Location	Phone Number
Sussex	302-856-7761
Kent	302-674-1355
New Castle	302-498-0454

Map Location:

New Castle:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=4sHJXaD1L4br_Qbp04vACg&q=google+map+655+South+Bay+Road+%23+4j+Dover%2C+DE+19901&oq=google+map+655+South+Bay+Road+%23+4j+Dover%2C+DE+19901&gs_l=psy-ab.3..33i299.98892.98892..101365...0.3..0.174.174.0j1.....0....2j1..gws-wiz.....0i71.M14Kzn3hUE0&ved=0ahUKEwig7tqV_eLIAhWGdd8KHenpAggQ4dUDCAs&uact=5#

Kent County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=08HJXf3QH6Od_Qbak7jgAg&q=google+map+19+Lambson+Lane%2C+Suite+8.+New+Castle%2C+DE+19720&oq=google+map+19+Lambson+Lane%2C+Suite+8.+New+Castle%2C+DE+19720&gs_l=psy-ab.3...8081.10157..13527...0.2..0.216.2219.2j16j1.....0....1..gws-wiz.....0i71.0E15jUi0vDA&ved=0ahUKEwi9hreO_eLIAhWjTt8KHdoJDiwQ4dUDCAs&uact=5#

Sussex County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=Q8HJXb67KY6q_Qa3zYTQBQ&q=google+map+-308+N+Railroad+Ave%2C+Georgetown%2C+DE+19947&oq=google+map+-308+N+Railroad+Ave%2C+Georgetown%2C+DE+19947&gs_l=psy-ab.3...39178.39178..40664...0.2..0.65.65.1.....0....2j1..gws-wiz.....0i71.KnnDhrKLPKc&ved=0ahUKEwj-60Vj_OLIAhUOVd8KHbcmAVoQ4dUDCAs&uact=5#



Summer Cooling Assistance Program

Description: The Summer Cooling Assistance Program (SCAP) is a statewide program that provides low-income households with energy efficient air conditioners from August through September, free of charge. The program provides Delawareans with window mounted air conditioners that are sized to the room’s square footage. Both homeowners and renters are eligible. At the end of the visit the clients also receive a super energy saving Ecolit and energy education.

Qualification Process:

In order to participate in the SCAP program, the applicant must schedule an appointment with First State Community Action Agency to apply. Applicant must bring the following documents to the appointment: (1) Photo ID for anyone in the home over the age of 18 years old; (2) Social security cards for everyone in the home six months or older; (3) Birth certificates for anyone under the age of 18; (4) Proof of income for everyone in the home; (5) Current electric bill; (6) Applicant’s ownership of property proof; (7) Lease (if renting); (8) Landlord permission form (if applicant is renting)

All applicants must meet the income guidelines of 200% of the Federal Poverty Level or below and cannot have received an air conditioner from SCAP in the past 10 years
(See the *Income Guideline Section Tab*). Applicant must meet one of the following to qualify:

1. Elderly, 60 years or older
2. Disabled
3. Documented chronic breathing condition
4. Have at least one child in the house under five years old

Contact Information: First State Community Action Agency

Office Location	Phone Number
Sussex	302-856-7761
Kent	302-674-1355
New Castle	302-498-0454

Map Location:

New Castle: See Map locations on Replace or Repair Heaters and Conserve Energy Program

Kent County: See Map locations on Replace or Repair Heaters and Conserve Energy Program

Sussex County: See Map locations on Replace or Repair Heaters and Conserve Energy Program



Milford Housing Development Corporation – The Home Repair Project

Description: Assists low-income homeowners with emergency repairs on their homes that threatens the health or safety of the household. After immediate housing problem is resolved, the homeowner is referred to existing housing rehabilitation programs if more extensive repairs are needed. Repairs may include:

1. Roof Repair/ replacement on homes that are actively leaking
2. Heater repair or replacement on heating systems (must have just occurred)
3. Plumbing repairs on nonfunctioning water heaters, water pump or broken toilets
4. Electrical repairs (hazard has to be present)
5. Urgent accessibility modifications (ramps, tub cutouts, & chair lifts)
6. Major structural repairs (rotted floor joists/ beams)
7. Additional restrictions may apply

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 and cannot afford it on your own – you may be eligible. Since 1991, the Home Repair Project has helped thousands of families make their homes safer.

Qualification Process:

1. Have valid proof you own your home
2. Currently reside in home for at least 1 year
3. Housing conditions must be an immediate health or safety threat
4. Housing conditions may not be pre-existing
5. Program is based on funding availability and repairs are completed on a first qualified/ first served basis.
6. There may be a fee depending on the service. Fees are set at a reasonable price.

Contact Information: Call to do a phone intake/ pre-qualification application at (302) 422-8255

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=eOLkXYWSHtGm_Qbl9ZXwDg&q=google+map+977+E+Masten+Cir%2C+Milford%2C+DE+19963&oq=google+map+977+E+Masten+Cir%2C+Milford%2C+DE+19963&gs_l=psy-ab.3..33i22i29i30.37207.42728..44630...0.1..0.182.1244.7j5.....0....1j2..gws-wiz.....0i71j0i131i273j0i273j0i131j0i67j0i131i67j0i10.PQTMo4VWisg&ved=0ahUKEwiFrqyF3JbmAhVRU98KHeV6Be4Q4dUDCA&uact=5



Lutheran Community Services Program

Description: Senior and disabled citizens can get modest low-cost home repairs at below market rates. This program has been designed to help seniors stay in their homes safe, secure and independent. A sliding scale is used to determine rates. The service program includes:

1. Repairing doors, hand and stair railings/ grab bars, windows, screens,
2. Leaky faucet
3. Minor electric repairs

Qualification Process:

1. Seniors and disabled homeowners

Contact Information:

Call 302 654-8886, ext. 104 to ask about repairs and request a determination for eligibility.

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=kefkXZrwOoWe_QaRyaaABA&q=Lutheran+Community+Services+Program+Delaware&og=Lutheran+Community+Services+Program+Delaware&gs_l=psy-ab.3...89106.93399..93666...0.1..0.137.1004.6j4.....0....2j1..gws-wiz.....0i71j0i22i30j33i22i29i30.aq8JXS5RKBw&ved=0ahUKEwja_Ovz4JbmAhUFT98KHZGkCUAQ4dUDCAs&uact=5#



Description: The mission of the Delaware State Housing Authority is to efficiently provide, and assist others to provide, quality, affordable housing opportunities and appropriate supportive services to low- and moderate-income Delawareans. Program services include:

1. **Home Repair Programs - [The Statewide Emergency Repair Program \(SERP\)](#)** can assist qualifying low-income homeowners with certain emergency repair needs. The program, administered statewide by [Milford Housing Development Corporation](#), can assist with emergency conditions which pose health and safety threats. DSHA administers the Community Development Block Grant (CDBG) program, which offers assistance to low- and moderate-income homeowners in Kent and Sussex Counties who need home repairs or handicapped-accessible features.
2. **Community Development Block Grants (CDBG)** - This program provides grant funding for a variety of major activities including housing rehabilitation or demolition; housing-related public works such as sidewalks, water and sewer systems, and streets that benefit low- and moderate-income persons in Kent and Sussex Counties.

Qualification Process:

For more information or to see if you qualify, contact MHDC at (844) 413-0038.

Contact Information:

1. Albert Biddle, Kent County - Housing and Community Development Coordinator, at 302.744.2480 | Andrew Lorenz, Management Analyst III, at 302.739.4263
2. Brad Whaley, Sussex County - Community Development and Housing Director, at 302.855.7777

Map Location:

New Castle County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=euzkXe3CieGD_Qb27KG4Dw&q=google+maps+77+Reads+Ways+New+Castle%2C+DE+19720&oq=google+maps+77+Reads+Ways+New+Castle%2C+DE+19720&gs_l=psy-ab.3..33i299.4257.14929..16311...0.1..0.307.1472.8j4j0j1.....0....1j2..gws-wiz.....0i71j0i131i273j0i273j0i67j0i131j0i131i67.-HnuJ2udsRI&ved=0ahUKEwjt54PL5ZbmAhXhQd8KHxz2CPcQ4dUDCA&uact=5#

Kent County:

https://www.google.com/search?q=google+map+555+Bay+Rd+Dover%2C+DE+19901&rlz=1C1EJFA_enUS731US746&oq=google+map+555+Bay+Rd+Dover%2C+DE+19901&aqs=chrome..69i57j69i64.9656j0j8&sourceid=chrome&ie=UTF-8#

Sussex County:

[https://www.google.com/search?q=google+map+2+The+Circle+\(PO+Box+589\)%2C+Georgetown%2C+DE+19947&rlz=1C1EJFA_enUS731US746&oq=google+map+2+The+Circle+\(PO+Box+589\)%2C+Georgetown%2C+DE+19947&aqs=chrome..69i57j69i64.13341j0j8&sourceid=chrome&ie=UTF-8#](https://www.google.com/search?q=google+map+2+The+Circle+(PO+Box+589)%2C+Georgetown%2C+DE+19947&rlz=1C1EJFA_enUS731US746&oq=google+map+2+The+Circle+(PO+Box+589)%2C+Georgetown%2C+DE+19947&aqs=chrome..69i57j69i64.13341j0j8&sourceid=chrome&ie=UTF-8#)



Community Development Block Grant Program

Description: The Delaware State Housing Authority (DSHA) administers the Delaware Community Development Block Grant (CDBG) Program. The purpose of DSHA is to provide affordable, decent, safe, and sanitary housing to low- and moderate-income persons. The Delaware CDBG Program has been designed as follows:

1. Give maximum feasible priority to activities which will benefit low- and moderate-income families;
2. Aid in the prevention of slums and/or blight; and
3. Meet other community development needs having an urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community and where other financial resources are not available to meet such needs.

Qualification Process: Every county in Delaware has a community development department. If small fixes (such as leaks, electrical repairs, weather stripping, caulking, air seals, etc.) need to be made to your home to help increase your home's energy efficiency, contact your Community Development office for help. Depending on the county, there may be a waiting list. If the waiting list seems long or you do not qualify for the county's assistance you can apply to one of the programs below.

Contact Information: Community Development Department Contact by County

New Castle 302-395-5698

Albert Biddle, Kent County - Housing and Community Development Coordinator, at 302.744.2480

Brad Whaley, Sussex County - Community Development and Housing Director, at 302.855.7777

Andrew Lorenz, Management Analyst III, at 302.739.4263

Map Location:

New Castle County:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=euzkXe3CleGD_Qb27KG4Dw&q=google+maps+77+Reads+Way+New+Castle%2C+DE+19720&oq=google+maps+77+Reads+Way+New+Castle%2C+DE+19720&gs_l=psy-ab.3..33i299.4257.14929..16311...0.1..0.307.1472.8j4j0j1.....0....1j2..gws-wiz.....0i71j0i131i273j0i273j0i67j0i131j0j0i131i67.-HnuJ2udsRI&ved=0ahUKewjt54PL5ZbmAhXhQd8KHxZ2CPcQ4dUDCA&uact=5#

Kent County:

https://www.google.com/search?q=google+map+555+Bay+Rd+Dover%2C+DE+19901&rlz=1C1EJFA_enUS731US746&oq=google+map+555+Bay+Rd+Dover%2C+DE+19901&aqs=chrome..69i57j69i64.9656j0j8&sourceid=chrome&ie=UTF-8#

Sussex County:

[https://www.google.com/search?q=google+map+2+The+Circle+\(PO+Box+589\)%2C+Georgetown%2C+DE+19947&rlz=1C1EJFA_enUS731US746&oq=google+map+2+The+Circle+\(PO+Box+589\)%2C+Georgetown%2C+DE+19947&aqs=chrome..69i57j69i64.13341j0j8&sourceid=chrome&ie=UTF-8#](https://www.google.com/search?q=google+map+2+The+Circle+(PO+Box+589)%2C+Georgetown%2C+DE+19947&rlz=1C1EJFA_enUS731US746&oq=google+map+2+The+Circle+(PO+Box+589)%2C+Georgetown%2C+DE+19947&aqs=chrome..69i57j69i64.13341j0j8&sourceid=chrome&ie=UTF-8#)



Newark Senior Center, Inc.

Description: Newark Senior Center assists seniors, ages 60 or over, with minor home repairs. The senior center also runs weatherization workshops. All services are free of cost to eligible seniors.

City of Newark Residents: 60+ MINOR HOME REPAIR & WEATHERIZATION PROGRAM: The Newark Senior Center works with the Community Services Corporation to assist homeowners who are age 60+, living in the City of Newark by providing **FREE** home repairs. Projects could include:

1. Installing, repairing, or replacing doors, windows, screens, gutters, shingles or other roofing
2. Outlets & light switches
3. Hand & stair railings & grab bars
4. Minor plumbing repairs: faucets, toilets, handheld shower heads, & raised toilet seats
5. Building ramps & widening doorways
6. Weather stripping, caulking, air seals & insulation

Qualification Process: City of Newark Resident, age 60+, homeowner, household income not to exceed \$40,000 – most retirees are eligible.

1. Permits and contractors: If you are contemplating any renovation work in your home, please contact the City of Newark or New Castle County (or other local government) to ask if your project requires a permit.

Contact Information:

For more information about permits and contractors please contact the City of Newark at (302) 366-7000. For more information about the Architectural Accessibility Program please contact the New Castle County Department of Community Services at (302) 395-5648. For more information & application, please contact Anika Turner, Newark Senior Center 302-737-2336 ext. 112. If you pay electric utilities to Delmarva Power, you can contact the County Home Repair Program.

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=q-zkXZbuCoGe_QbtqKG4Cg&q=Newark+Senior+Center%2C+Inc.+delaware&oq=Newark+Senior+Center%2C+Inc.+delaware&gs_l=psy-ab.3..33i22i29i30.501997.512893..513166...1.0..2.256.5077.25j22j1.....0....1j2..gws-wiz.....6..33i299j33i160j0i0i273j0i362i308i154i357j33i10..10001%3A0%2C154.eYeHjEWPP5g&ved=0ahUKewjW75vi5ZbmAhUBT98KHW1UCKcQ4dUDCAs&uact=5#



LIHEAP BASIC GRANT PROGRAM

Description: The federally funded Low-Income Home Energy Assistance Program, LIHEAP, helps households pay the cost of home energy, but is not designed to pay for all heating costs. Homeowners and renters at 200% of federal poverty guidelines may apply.

1. Apply early - All heating and cooling sources, including electricity, gas, oil, kerosene, wood, propane, natural gas, and coal are eligible.
2. People who have no income must show how basic living needs of the household are being met.

LIHEAP Services Include:

1. LIHEAP provides a one-time Fuel Assistance benefit to eligible low-income families, who need help paying winter energy bills. Fuel assistance applications are accepted July 1st - March 31st
2. The Energy Crisis Intervention Program (ECIP) provides supplemental help to eligible households when temperatures fall below a certain temperature, or the heat index rises above a certain index for subsequent 72-hour period. ECIP applications are accepted year-around. The State LIHEAP office may also authorize a one-time flat ECIP benefit during extreme weather or to help a during natural disaster.
3. The Summer Cooling/ Electric Assistance Program provides help to low-income families with a one-time flat benefit that pays a portion of summer electric bills and is determined by the State LIHEAP office. Your LIHEAP application must be approved prior to the end of the heating season (March 31st) in order to be eligible to receive a summer cooling benefit.

Delaware Energy Assistance Program (DEAP): Federally funded program for low-income families that need help in meeting their costs of home energy. The Division of State Service Centers (DSSC) administers this program on a contractual basis with Catholic Charities, Inc. Funds are provided by the U.S. Department of Health & Human Services (HHS), under the Low-Income Home Energy Assistance Program (LIHEAP). DEAP services provide assistance to income eligible families to help them meet their home energy needs. Income eligibility is defined as 200% of the federal poverty level. (As a reference, please see the Division of Social Services' [Income Eligibility tables](#).) DEAP has several components which include:

Fuel Assistance: Help with home energy bills from the period of October 1 - March 31. This includes grants to income eligible households to help pay for home heating, which includes electricity, natural gas, kerosene, propane, coal, or wood. Grants are made to both homeowners and renters.

Crisis Assistance: This component helps households in crisis during the winter months and may be in the form of a supplemental grant to their fuel assistance benefit. In addition to being income eligible, households must show they are experiencing a crisis (i.e., shut-off notice, out of fuel, no money to pay for fuel).

Summer Cooling Assistance Program (SCAP): This program operates during the months of June-August and helps pay for electricity to cool homes with air conditioning during the hot, humid summer months. In addition to receiving a grant to offset the high costs of electricity to air condition a home, some populations may be eligible to receive a room sized air conditioning unit.

Qualification Process: Income Guidelines Include:

1. 200% of the Federal Poverty Level (see Income Guidelines Section of this Directory). As a reference, please see the Division of Social Services' [Income Eligibility tables](#).

Documentation required and what to bring as follows:

1. Photo ID for all the Adults in the household
2. Proof of citizenship or legal residency (birth certificate, passport)
3. Social Security cards for all household members
4. Verification of Ownership (Deed or Mortgage)
5. Lease, if renter, and landlord's name, address and telephone number
6. Utility Bills (electric, gas, oil, and propane). 12-month history is preferred
7. Delaware Residency e.g. ID and/ or Bill
8. College Students must bring class schedule
9. Income Documents for all adults:
 - a. Pay stubs for last 3 months
 - b. Social Security and SSI payment Documentation
 - c. Public Assistance (TANF and GA)
 - d. Unemployment compensation
 - e. Proof of child support and/ or alimony
 - f. Proof of all types of pensions
 - g. Tax records for past 2 years

Seasonal Operation: Heating: October 1- April 30 | Cooling: May 15-September 30

Contact Information: It is important to call Catholic Charities to find out where and how to apply for assistance. To contact Catholic Charities call:

1. Kent County: (302) 674-1782
2. New Castle County: (302) 654-9295
3. Sussex County: (302) 856-6310

For additional information about LIHEAP, the following link is available: www.neada.org or the Division of State Service Centers at (302)255-9875.

Map Location:

https://www.google.com/search?q=google+maps+1901+North+DuPont+Highway+New+Castle%2C+DE+19720&rlz=1C1EJFA_enUS731US746&oq=google+maps+1901+North+DuPont+Highway+New+Castle%2C+DE+19720&aqs=chrome..69i57j69i64.7886j0j4&sourceid=chrome&ie=UTF-8



Emergency Crisis Intervention Program

Description: The Energy Crisis Intervention Program (ECIP) is a year-round component of the federally funded Low-Income Home Energy Assistance Program (LIHEAP) to help pay heating and/or cooling costs in an emergency. Crisis is activated if the temperatures fall below 40 degrees in the winter or if temperatures are higher than 92 degrees in the summer for a subsequent 72 hours. Or to help during a natural disaster. A Crisis benefit is available (some benefits are seasonally available) to:

1. Pay for gas heat, if service is off or threatened to be shut-off
2. Pay for electricity, if service is off or threatened to be shut-off
3. Pay for fuel oil or propane, if customer is nearly out of fuel
4. Pay for kerosene (must be picked up in authorized containers)
5. Pay for heater repair or replacement up to a certain amount, if eligible.
6. Additional funds for repair or replacement of your heating system may be available through RRHACE.

Qualification Process: Income Guidelines Include:

1. 200% of the Federal Poverty Level (see Income Guidelines Section of this Directory). As a reference, please see the Division of Social Services' [Income Eligibility tables](#).

Documentation required and what to bring as follows:

1. Provide a Social Security number for everyone in the household
2. 30 days proof of income for all members of the household
3. Proof of responsibility for heating in household and valid shut-off notice
4. Proof of address
5. Already be eligible for the LIHEAP Program

Seasonal Operation: Heating: October 1- April 30

Contact Information: Apply by Contacting Catholic Charities directly to

1. Kent County: (302) 674-1782
2. New Castle County: (302) 654-9295
3. Sussex County: (302) 856-6310

Map Location:

New Castle: 2601 W. 4th Street, Wilmington, DE 19805

https://www.google.com/search?q=google+map+2601+W.+4th+Street+Wilmington%2C+DE+19805&rlz=1C1EJFA_enUS731US746&oq=google+map+2601+W.+4th+Street+Wilmington%2C+DE+19805&aqs=chrome..69i57j69i64.14385j0j8&sourceid=chrome&ie=UTF-8#

Kent County: 2099 S. DuPont Highway, Dover, DE 19901

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=uq7JXYb8G4WY_Qbn3IbQAg&q=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&oq=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&gs_l=psy-ab.3...67261.83877..85115...0.0..2.186.5764.23j30.....0....1j2..gws-wiz.....33i22i29i30j0i22i30j0.4PG1Jfml-U&ved=0ahUKEwiGwZLz6uLIAhUFTN8KHWeuASoQ4dUDCAs&uact=5#

Sussex County: 406 S. Bedford Street, Ste. 9, Georgetown, DE 19947

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=PLTJXceAK4GKggfcy5uQBQ&q=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&oq=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&gs_l=psy-ab.3..33i299.303356.303356..304796...0.2..0.155.155.0j1.....0....2j1..gws-wiz.....0i71.xN3xkXpJczQ&ved=0ahUKEwjHjs2T8OLIAhUBheAKHdzlBIIQ4dUDCAs&uact=5#



DOING THE MOST GOOD

Salvation Army Assistance Program

Description: The Good Neighbor Energy Fund (GNEF) is utilized to assist Delaware residents with gas and electric bills (Delmarva Power bills only). GNEF is available once a year except for clients age 60 and over, they are eligible to apply twice a year. Clients must have a disconnect bill or an old unpaid bill that must be paid prior to moving into a new address. Clients with a Medicaid recipient in their household must apply for the Emergency Assistance Fund through a State Service Center prior to applying for the GNEF.

Qualification Process:

1. People over 60 years of age and on fixed incomes with no alternative source of funds
2. People who are disabled, blind or otherwise infirm with no alternative source of funds
3. People whose immediate cash resources, because of illness, recent unemployment or unexpected expenses, are inadequate to meet the needs for electric and gas service for Delmarva Power
4. People who do not qualify for fuel or heating emergency assistance from other public or private sources or cannot qualify for such assistance within the time that such assistance is required
5. Special hardship cases involving people under 60 years of age who have no other source of financial assistance
6. People who have exhausted all other federal, state and private funding resources
7. People in risk of shut off

Documentation required and what to bring as follows:

1. Identification for the applicant: birth certificate, medical assistance card and picture ID
2. Birth certificates for everyone in the household
3. Recent (final or shut off) gas and electric bill
4. Three months' worth of proof of income
 - a. For Example: Most recent W-3 form, paychecks, check stubs, deposit slips, tax forms, Interest statements, etc.
5. A recent rent/mortgage receipt
6. Proof of paid medical bills not reimbursed by insurance, Medicare or Medicaid and all other monthly bills budgeted for, or have not been paid
7. Proof the client has sought out other emergency assistance and was denied assistance
 - a. For example: A letter explaining their denial, or their case worker's contact information

Contact Information: Call Salvation Army at 302-472-0750 to set up an appointment. Locations and phone numbers of Salvation Army centers in Delaware

1. 400 N. Orange Street, P.O. Box 308, Wilmington, Phone number (302) 472-0700
2. Sussex County Family Services, 601 N. Dual Highway, Seaford, DE 19973, dial (302) 628-2020
3. 110 S. Bedford Street, Georgetown, main number (302) 856-7145
4. 611 Forest Street, Dover, Delaware 19903, call (302) 678-9551
5. 400 North Orange Street, Wilmington, DE 19801, telephone (302) 472-0750
6. 105 A Rogers Road, Wilmington, Delaware 19801, call (302) 654-5003



Delaware Housing Opportunity Fund, Inc.

Description: Delaware Housing Opportunity Fund, Inc. was founded in 2005 by the leadership of the New Castle County Board of Realtors. Over the years, DE.HOFI has worked to serve hundreds of people throughout Delaware with the goal to expand, providing stability to all homeowners. We provide painting, landscaping, and repair services both major and minor for qualified homeowners in need.

1. Unstable floors made it dangerous for a Wilmington senior to safely navigate through her house
2. Deteriorated front steps restricted a senior from leaving, making her effectively housebound
3. Hot water heater replacement
4. Repairing structural damage
5. Home cleanout -Unmanageable levels of clutter
6. Black mold remediation

Qualification Process:

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 including Heating System (winter months), Plumbing Repairs (non-functional), Electrical Repairs (hazard exists), Roof Repair/replacement (active leaks), Major Structural Repairs, Urgent Accessibility Modifications

Family Size	Income Not Less Than (≥ 30% AMI)	Income No More Than (≤ 60% AMI)
1	\$1,203	\$2,405
2	\$1,375	\$2,750
3	\$1,548	\$3,095
4	\$1,718	\$3,435
5	\$1,855	\$3,710
6	\$1,993	\$3,985
7	\$2,130	\$4,260
8	\$2,268	\$4,535

Contact Information: Phone: 302-762-4800 | DE Housing Opportunity Fund, Inc. 3615 Miller Rd, Wilmington, DE 19802

Map Location:

https://www.google.com/search?q=google+map+3615+Miller+Rd%2C+Wilmington%2C+DE+19802&rlz=1C1EJFA_enUS731US746&oq=google+map+3615+Miller+Rd%2C+Wilmington%2C+DE+19802&aqs=chrome..69i57j69i64.7119j0j4&sourceid=chrome&ie=UTF-8#



Description: NCALL is an IRS-designated 501(c)(3) nonprofit organization based in Dover, Delaware, that specializes in affordable housing development, education and lending. The main office is located at 363 Saulsbury Road Dover, DE 19904. Program services include the following:

1. Housing Counseling
2. Foreclosure Prevention
3. Financial Education
4. Housing Development
5. Restoring Central Dover
6. Self-Help Housing
7. Loan Fund
8. e-Home America (Online)

Qualification Process: Contact NCALL for eligibility regarding each of the Program Service offerings.

Contact Information:

Office Location	Phone Number	Fax Number
Dover	302-678-9400	302-678-9058
Georgetown	302-855-1370	302-855-1363
Newark	302-283-7505	302-283-7597
Wilmington	302-351-2575	302-678-9058

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=uP3kXeO5DcTs_Qbi3KagBA&q=google+map+363+Saulsbury+Road+Dover%2C+DE+19904&oq=google+map+363+Saulsbury+Road+Dover%2C+DE+19904&gs_l=psy-ab.3...1338577.1340665..1343161...0.1..0.178.263.1j1.....0....2j1..gws-wiz.....0i71j33i299.ylcs5JftIJ4&ved=0ahUKEwj9dCD9pbmAhVEdt8KHWKuCUQQ4dUDCAs&uact=5#



Description: As the largest direct provider of affordable housing opportunities in the State of Delaware, we're committed to developing, providing, and managing safe, and affordable housing for low-income families in the city of Wilmington. The mission is to provide well-maintained, decent, and safe housing in a professional, efficient, and fiscally responsible manner.

WHA is committed to developing, providing, and managing safe, and affordable housing for low-income families in the city of Wilmington. WHA creates programs that help residents improve their economic standing, self-sufficiency and increase community involvement. Program services include the following:

1. **Public Housing** – Public housing is one of the nation's three main rental assistance programs, along with "Section 8" vouchers and project-based rental assistance. Public housing can help families avoid housing instability that could make it difficult to find or keep a job. In addition, by limiting housing costs, public housing leaves families with more resources for work expenses like child care and transportation as well as basic needs like food and medicine.
2. **Housing Choice Voucher Program** - Low-income families use vouchers to help pay for housing that they find in the private market.
3. **Resident Services** - The primary goal of the WHA Resident Services Department is to partner with community agencies to provide valuable needed services to assist individuals, families, elderly, disabled and youth to become self-sufficient; improve access to job opportunities through information sharing; and coordinate with community and state agencies. Services are provided to WHA residents as well as members of the community who are seeking self-sufficiency with an emphasis on job readiness and home ownership. The facility offers a job-resource library, hands-on instruction in using computers, financial literacy, homeownership counseling, and access to health and social service professionals.

Qualification Process: Contact WHA for eligibility of each of the Program Service offerings.

Contact Information: Wilmington Housing Authority Central Office, 400 North Walnut Street, Wilmington, DE 19801. Phone Number: 302-429-6700

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=-ALIXb_bFoju_QbU35X4BQ&q=google+map+400+North+Walnut+Street%2C+Wilmington%2C+DE+19801&oq=google+map+400+North+Walnut+Street%2C+Wilmington%2C+DE+19801&gs_l=psy-ab.3..33i299.658811.658811..660468...0.0..0.157.400.0j3.....0....2j1..gws-wiz. kXjini9K5IQ&ved=0ahUKEwi_t8mE-5bmAhUId98KHdRvBV8Q4dUDCAs&uact=5#



Habitat for Humanity

Description: Habitat for Humanity is dedicated to eliminating substandard housing locally and worldwide through constructing, rehabilitating and preserving homes; by advocating for fair and just housing policies; and by providing training and access to resources to help families improve their shelter conditions. Program services include:

1. **Home Ownership Program** - Habitat encourages and supports an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, national origin, age, marital status, or sources of income.
2. **Construction Program** - Construction focuses on home improvement and unites the community to strengthen community services and involvement.
3. **Renovation** - Renovating homes that are located close to new construction is an important part of our strategy in revitalizing a neighborhood. Typical renovations take longer than building the same number of new homes, and usually have various unknown challenges when they are started.
4. **Home Repair Program** – *“A Brush with Kindness”* is effort to serve homeowners who live in low-income housing and struggle to maintain the exterior of their homes. Focusing on exterior home improvement services, such as painting, minor exterior repairs, landscaping, roofing and exterior clean-up.
 - a. A Brush with Kindness provides current homeowners with the support they need to revitalize the exterior of their home. A Brush with Kindness is a partner to Habitat for Humanity International’s core building program and allows us to serve a different population than we currently serve, yet follows the same basic tenets for [eligibility](#) (need, willingness to partner).

Habitat partners have a variety of housing assistance agencies in Delaware that offer financial coaching and guidance to help with first-time homebuyers. Please feel free to contact any of the following agencies for assistance.

1. **Cornerstone West** Phone: (302) 658-4171
2. **Delaware Community Reinvestment Action Council:** Phone: (302) 298-3250
3. **Interfaith Community Housing of Delaware:** Phone: (302) 652-3991
4. **NCC Community Housing and Development:** Phone: (302) 571-7660
5. **Neighborhood House, Inc.:** Phone: (302) 562-3928
6. **YWCA Center for Home Ownership:** Phone: (302) 658-7161
7. **Delaware State Housing Authority:** Phone: (302) 577-5001
 - a. DSHA offers a homeownership loan program, foreclosure assistance and down payment loans.
8. **Stand by Me:** Phone: (302)255-9271
 - a. Stand by Me offers FREE one-on-one support to Delawareans who want to understand more about their money, make good financial decisions, and have choices for savings and loans.

Qualification Process: Contact each of the Habitat for Humanity offices for eligibility requirements for each of the Program Services.

Contact Information:

- | | |
|--|---|
| 1. Habitat for Humanity
2311 S Dupont Hwy, Dover, DE 19904
(302) 526-2366 | 4. Habitat for Humanity (#1)
3312 Seminole Ave, Wilmington ·
(302) 652-5181
10:00 AM - 7:00 PM |
| 2. Habitat for Humanity
206 Academy St, Georgetown · (302)
855-1153
9:00 AM - 5:00 PM | 5. Habitat for Humanity (#2)
1920 Hutton St, Wilmington ·
(302) 652-0365
8:00 AM - 5:00 PM |
| 3. Habitat for Humanity
18501 Stamper Dr, Lewes · | |

Map Location:

Dover:

https://www.google.com/maps/uv?hl=en&pb=!1s0x89c77cc41cc3b313:0x31a0cba1fcec5ad7!3m1!7e115!4shttps://lh5.googleusercontent.com/p/AF1QipNGRcDn_iBIQWmeMM-LPs6Mxb6uKj1UAhwFSd2N%3Dw284-h160-k-no!5scentral+delaware+habitat+for+humanity+address+-+Google+Search&imagekey=!1e10!2sAF1QipNGRcDn_iBIQWmeMM-LPs6Mxb6uKj1UAhwFSd2N&sa=X&ved=2ahUKEwj0vobzgJfmAhVpkeAKHfLzCDMqoiowC3oECAwQCO

Georgetown:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=KAflXcfBAqm2ggek_ozQDg&q=google+map+206+Academy+St%2C+Georgetown+&oq=google+map+206+Academy+St%2C+Georgetown+&gs_l=psy-ab.3..33i160l2j33i299l3.37492.37492..39221...0.0..0.150.344.1j2.....0....2j1..gws-wiz.wrS5M1ryBV4&ved=0ahUKEwjH9cqD_5bmAhUpm-AKHSQ_A-oQ4dUDCAs&uact=5#

Lewes:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=UAFIXbvVE4uHggfMxIXYAg&q=google+map+18501+Stamper+Dr%2C+Lewes+&oq=google+map+18501+Stamper+Dr%2C+Lewes+&gs_l=psy-ab.3..33i160l2j33i299l2.85765.85765..153263...0.2..0.117.117.0j1.....0....2j1..gws-wiz.....0i71.5JgasNeFYhE&ved=0ahUKEwi7veWW_5bmAhWLG-AKHUxiASsQ4dUDCAs&uact=5#

Wilmington (#1):

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=6wflXeavMMOxggebsoeACg&q=google+map+3312+Seminole+Ave%2C+Wilmington+&oq=google+map+3312+Seminole+Ave%2C+Wilmington+&gs_l=psy-ab.3..33i160l2j33i299l2.85851.85851..87417...0.0..0.162.380.0j3.....0....2j1..gws-wiz.qc8UKtmJs-8&ved=0ahUKEwim0fbg_5bmAhXDmOAKHRvZAaAQ4dUDCAs&uact=5#

Wilmington (#2):

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=RAjIXdWsDuOE_QaO3I2IBw&q=google+map+1920+Hutton+St%2C+Wilmington+&oq=google+map+1920+Hutton+St%2C+Wilmington+&gs_l=psy-ab.3..33i160l3j33i299.81803.81803..83263...0.2..0.192.192.0j1.....0....2j1..gws-wiz.....0i71.FGaQK5d4UIE&ved=0ahUKEwV3oyLgJfmAhVjQt8KHQ5uA3EQ4dUDCAs&uact=5#

HEATING OIL PROGRAM RESOURCES

THE ENERGY CO-OP:

Description: The Energy Co-Op is a local, member-owned energy supplier serving New Castle County. In addition to lower heating oil prices, members of The Energy Co-Op enjoy the benefits of transparent pricing and best-in-class customer service.

Qualification Process:

1. No cost to join
2. Using the Energy Co-Op suppliers, members saved an average of \$0.24 per gallon during the 2015-2016 heating season
3. COD, credit card, budget, and standard billing are offered as payment options (varies by supplier)
4. Service contracts and emergency service are available if needed (varies by supplier)
5. Both will-call and automatic delivery are available (varies by supplier, delivery minimum may apply)

Contact Information: For more information, call The Energy Co-Op at 215-413-2122 ext. 2
E-mail: HeatingOil@TheEnergy.Coop | Website: <http://TheEnergy.coop>

LIHEAP - FUEL VENDOR DISCOUNTS:

Description: Fuel vendors provide discounts to LIHEAP eligible and approved households. Catholic Charities is responsible for monitoring this program. Catholic Charities functions like a bulk fuel buyer for these vendors but the fuel is delivered directly to households.

Qualification Process: Apply by contacting Catholic Charities directly.

Contact Information:

1. Kent County: (302) 674-1782
2. New Castle County: (302) 654-9295
3. Sussex County: (302) 856-6310

Map Location:

New Castle: 2601 W. 4th Street, Wilmington, DE 19805

https://www.google.com/search?q=google+map+2601+W.+4th+Street+Wilmington%2C+DE+19805&rlz=1C1EJFA_enUS731US746&oq=google+map+2601+W.+4th+Street+Wilmington%2C+DE+19805&aqs=chrome..69i57j69i64.14385j0j8&sourceid=chrome&ie=UTF-8#

Kent County: 2099 S. DuPont Highway, Dover, DE 19901

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=uq7JXYb8G4WY_Qbn3IbQAg&q=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&oq=google+map+-+2099+S.+DuPont+Highway+Dover%2C+DE+19901&gs_l=psy-ab.3...67261.83877..85115...0.0..2.186.5764.23j30.....0....1j2..gws-wiz.....33i22i29i30j0i22i30j0.4PG1Jfml-U&ved=0ahUKEwiGwZLz6uLIAhUFTN8KHWeuASoQ4dUDCAs&uact=5#

Sussex County: 406 S. Bedford Street, Ste. 9, Georgetown, DE 19947

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=PLTJXceAK4GKggfcy5uQBQ&q=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&oq=google+%2Cmap+406+S.+Bedford+St%2C+Ste+9+Georgetown%2C+DE+19947&gs_l=psy-ab.3..33i299.303356.303356..304796...0.2..0.155.155.0j1.....0....2j1..gws-wiz.....0i71.xN3xkXpJczQ&ved=0ahUKEwjHjs2T8OLIAhUBheAKHdzlBIIQ4dUDCAs&uact=5#



PEAK ENERGY SAVINGS CREDITS:

Description: As public concern about ecosystems, changing habitats, pollution and land management continues to grow, Delmarva Power remains committed to creating sustainable conservation options for their customers. Delmarva supports renewable energy and partners with customers to ensure safe and reliable interconnection of renewable alternatives into the power grid.

1. Savings Credit - The Peak Energy Savings Credit is the hands- on way to save money and energy, so the more you reduce your energy use, the more money you can save.
2. Peak savings days typically occur between June and September, between noon and 8:00 p.m., and usually last a few hours. During these periods, you will receive a dollar credit off your bill for every kilowatt hour (kWh) you reduce your energy use below your baseline. For more details on the dollar credit visit Delmarva.com/peak or call 1-855-750-PEAK.
3. Your baseline is an average of the three days with your highest energy use during the prior 30-day period. This excludes the day prior to a peak savings day, previous peak savings days, weekends and holidays. This baseline is the energy use level you need to be under during the Peak Savings Day to be eligible for a credit off your bill.
4. Peak savings days happen from June – September from 12:00PM – 8:00PM
5. Go to the Energy Tip Section of the Directory to learn how to reduce energy usage.

Qualification Process: Everyone qualifies. You only need to be a Delmarva Power client.

1. View Bill Credit - you will see your credit on your next bill or track it online through My Account at Delmarva.com. Signing up for My Account is not required to participate in this program.

Contact Information: Visit Delmarva.com/peak or call 1-855-750-PEAK

ENERGY WISE REWARDS:

Description: Energy Wise Rewards is a tool for Delaware customers to take more control over your energy use. If you have central air conditioning, you can also sign up for guaranteed savings of up to \$80 off your bill in the first year and get a web-programmable thermostat (a \$180 value) or outdoor switch installed at no charge.

1. During an Energy Wise Rewards conservation period, Delmarva Power sends a signal to your A/C to automatically cycle the compressor off and on. The fan continues to run, circulating already cooled air. This program runs through Peak Savings Days and times (between June and September).

Qualification Process: Open to all Delmarva customers.

1. Operating dates are June – September from 12:00PM – 8:00PM

Contact Information: Go to <https://energywiserewards.delmarva.com/de/enroll/> or call 1-866-353-5799

ELECTRIC CHOICE:

Description: All customers in the Delmarva Power service area have the opportunity to choose their electricity supplier. This right is often referred to as Customer Choice. Research your options, but before choosing a new supplier, be certain the company is licensed by the PSC and registered with Delmarva Power.

Qualification Process:

1. Shop for a supplier
 - a. Compare prices
 - b. Services
 - c. Environmental factors
2. Enroll with the suppliers
 - a. You must authorize the contract by signature. The supplier will notify Delmarva Power of your choice. Each supplier at a time for each account.
3. Sit back and relax
 - a. Delmarva Power will send you a confirmation letter to verify your supplier selection, billing option, and supplier service start date. You will have ten calendar days to cancel your selection.

Contact Information: Contact Delmarva Power's Choice Center at 1-800-775-9990

Website: www.delmarva.com/MyAccount/MyService/Pages/DE/CustomerChoice.aspx

MY ACCOUNT

Description: My account via Delmarva.com helps you take control of your energy use through our website. Features include:

1. Check account balances and make payments
2. Explore ways to manage your energy costs
3. Calculate what you could save by making specific improvements and simple changes around your home.

Qualification Process: Mobile APP is free and can download the Delmarva Power Self-Service app and My Account will be at your fingertips on your mobile device.

1. Pays bills and manage your account
2. Find money-saving tips
3. Receive useful news and updates
4. Report outages, view outage maps and get restoration estimates
5. Call Delmarva Power through a direct dial link
6. Note: To successfully register for My Account you will need a bill on hand to identify yourself.

Go online to Delmarva.com and look for the "Manage My Account" box. If you have never set up an account, click on "Register for My Account." Go to mobile app and download the "Delmarva Power Self-Service" app at Delmarva.com/mobile app or from your app store. You can register for an account via the mobile app.

Contact Information: 1-800-375-7117



BEAT THE PEAK:

Description: Delaware Electric Cooperative (DEC) is a utility with a reputation for innovation and a dedication to providing members with energy that is reliable, affordable, and most importantly, sustainable.

By enrolling in this Beat the Peak program, DEC customers can save money by adjusting/minimizing their usage when electricity is most expensive. By enrolling in this program, DEC customers will receive alerts via email when the price of electricity is at its peak.

Qualification Process: Open to all DEC members. There is an option to receive an in-home indicator to help you save. The yellow indicator on the device will light up when an alert period is approaching. When it's time to conserve, the red light on the indicator will light and remain on until the alert time is over. See below on how to apply. You can sign up for Beat the Peak's Text Alerts by doing the following:

1. Log into your online Co-Op Smarthub account or sign up for an account. You must use a desktop or laptop to sign up. You cannot sign up using a DEC's App, DEC Connect or mobile web browsers.
2. Once you log into or set up your account, click on "Notifications" at the top of the page and then click on "Manage Contacts" on the drop-down menu.
3. You'll be able to add an email address or cell phone number where the Co-op will automatically send alerts when issued. If you've already added a cell phone number and/or email address, you will see them listed on the page. After you add a contact, you should receive a verification code via email or text message.
4. Verify your contact information by entering the code into the box provided.
5. Click again on "Notifications" at the top of your Smarthub account page. Then click on "Manage Notifications" in the drop down menu.
6. Click "Reports" and select "Beat the Peak". Then click "Options" on the right side of the page. You can select to receive the alerts via text message and/or email.

Contact Information: You can sign up for an Indicator by simply calling 1-855-332-9090 and request one or go online and fill out a form on the link below. <https://www.delaware.coop/form/energy-saving-programs/beat-peak>. You will need your account number during the sign-up process.

SWITCH AND SAVE:

Description: Switch and Save helps DEC members save money by conserving energy. The program works through installing a tool in your home directly connected with the DEC. The tool is activated when a peak load occurs. Peak loads happen during peak times which is typically during hot summer afternoons. When the tool is activated by the DEC, the power cycles for the water heater and/or the central air conditioner/heat pump cooling unit will be switched off by a signal transmitted through the electrical lines.

Qualification Process: Open to all DEC members. Installation of the tool is free.

Contact Information: You can apply by:

1. Contact DEC at 1- 855-DEC-9090 or use the link below.
2. Enroll Link: <http://live-delawarecoop.pantheon.io/FORM/ENERGY-SAVING-PROGRAMS/SWITCH-AND-SAVE-SIGN>

DEC REBATES/GRANTS:

Description: The DEC has several grants/rebates available for members who chose to switch over or whose main source of energy comes from renewable resources such as wind, solar and geothermal. A list of all these grants can be found through the link below.

Qualification Process: Grant requirements vary. Available Grant Applications are as follows:

1. Renewable Resource Fund Program Application
2. Solar Water Heating
3. Geothermal Application
4. Wind Application
5. Photovoltaic Application
6. State- Matching Irrigation Grant
7. Non –Profit Photovoltaic Application
8. Water Heater Application
9. Commercial and Industrial Lighting Application

Contact Information: DEC Rebate Programs application process can be performed by using the following links:

1. [Energize Delaware](#)
2. [Delaware Energy Office](#)
3. [Home Energy Suite](#)

Website link: www.delaware.coop/energy-savings-programs/energy-grants

BUDGET BILLING PLAN

Description: We offer a Budget Plan that is a twelve (12) month plan with quarterly reviews. Your budget payment is calculated by using your previous twelve (12) month KWH consumption which is averaged. Your average usage is calculated on the rate that is in effect at that time. These are the requirements for the Budget Billing Plan:

1. Must have lived at property for one (1) year.
2. No disconnection for non-payment.
3. No returned checks, no disconnection for returned check.
4. No disconnection for meter tampering or theft of service.
5. No delinquent notices or late fees in the last 3 months (lenient).

Qualification Process: During quarterly reviews, notification will be received to inform you of any changes in your budget payment. The quarterly reviews are to ensure that your budget payment is in line with your actual consumption. In order to discontinue the Budget Billing Plan, just notify us and your account will be removed from the plan. Once you have discontinued the Budget Plan, you will have to wait a year before you activate the plan again.

Contact Information: For more information please contact Debbie Davis at [302-349-3103](tel:302-349-3103) or ddavis@delaware.coop



CHESAPEAKE UTILITIES ENERGY LOAN

Description: Chesapeake Utilities' goal is to continue to provide solutions for more efficient energy use. They strive to help customers save energy, save money and reduce the impact of their energy use on the environment. Their commitment is to deliver clean and efficient energy solutions. Chesapeake Utilities offers a fixed rate loan ranging from \$1,000-\$5,000 to improve energy efficiency. Energy Loan Features

1. 100% financing available
2. Low fixed rate, fixed monthly payments
3. No lien filed on your home
4. No Home Equity Required
5. No fees or closing costs
6. Up to 10 years to Repay- No prepayment penalty
7. Work must be done by approved contractor

Qualification Process: Must have acceptable credit to qualify and must be able to pay back loan within 10 years. No income requirement. To apply do the following:

1. Visit your Renew Financial First approved contractor and get an estimate for qualifying improvements
2. Apply over phone by calling 1-888-232-3477 to get approved
3. Once the work is completed, Chesapeake Utilities will pay the contractor directly

Contact Information: Call 302-734-6799.

CHESAPEAKE EMERGENCY ENERGY RECIPIENT PROGRAM

Description: Chesapeake Utilities Corporation created the SHARING program with donations provided by customers, employees, the community and Chesapeake Utilities Corporation to ensure that the elderly, ill and those facing financial hardship are not forgotten during the winter months when energy bills are at their peak. Grants are available to income eligible customers of Chesapeake Utilities and Sharp Energy with additional amounts available to those over the age of 60. In addition, the SHARING program offers additional grants for appliance purchases or repair, the recently unemployed, and customers who are in need due to serious illness or a family tragedy. Additional grants are available for energy conservation which include grants for purchasing programmable thermostats or reimbursements for energy audits performed by a BPI approved auditor.

Qualification Process: The SHARING fund, also known as the Chesapeake Emergency Energy Recipient Program (CHEERP), was incorporated in 1983. Over the last five years, Chesapeake Sharing distributed more than 1,100 grants totaling over \$250,000 to Delmarva families in need of financial assistance.

Contact Information: For more information about SHARING and to make a donation visit:
www.chesapeakesharing.com



CHESAPEAKE SHARING'S ENERGY CONSERVATION GRANT

Description: As part of Chesapeake Emergency Energy Recipient Program (CHEERP), the new Energy Conservation Grant provides \$100 for any income eligible customer that has completed energy education workshops as part of the Home Energy Counseling and Check Program.

Qualification Process: Contact Energy Services at Chesapeake Utilities.

Contact Information: For more information contact the Director, Energy Services, at Chesapeake Utilities @ Phone Number (302)734-6797.

909 Silver Lake Boulevard
Dover, Delaware 19904
Phone: 302.734.6799
Fax: 302.734.6750

Map Location:

https://www.google.com/search?q=google+map+909+Silver+Lake+Boulevard+Dover%2C+Delaware+19904&rlz=1C1EJFA_enUS731US746&oq=google+map+909+Silver+Lake+Boulevard+Dover%2C+Delaware+19904&aqs=chrome..69i57j69i64.10343j0j4&sourceid=chrome&ie=UTF-8#



DELAWARE MUNICIPAL ELECTRIC CORPORATION

Description: Delaware Municipal Electric Corporation (DEMEC) was incorporated in 1979 as a public corporation constituted as a Joint Action Agency and a wholesale electric utility. DEMEC represents and serves the nine municipal electric distribution utilities located in the State of Delaware

DEMEC Members consist of (from North to South):

1. City of Newark
2. MSC of the City of New Castle
3. Town of Middletown
4. Town of Clayton
5. Town of Smyrna
6. City of Dover
7. City of Milford
8. Lewes Board of Public Works
9. City of Seaford

Collectively, they serve over 135,000 residents and businesses in their communities. In total, DEMEC's Members have a peak load over 470 megawatts. DEMEC is a generation owner and the PJM Load Serving Entity ("LSE") for eight of these municipal utilities (except Dover) and provides 100% of their wholesale power supply requirements.

Qualification Process: The Efficiency Smart Program helps participating communities and their residential and business customers use less energy and save money through technical assistance and financial incentives. They offer multiple program options, which include advanced technical support and financial incentives, to help municipalities, businesses, and individuals reduce energy and save money now and into the future.

Contact Information: Efficiency Smart Program contact information: 1-855-332-9090. DEMEC members currently participating in the Efficiency Smart Program:

1. City of Seaford @ 302-629-9173 | Efficiency Smart www.energysmart.org/seaford-delaware
2. City of Milford @ 302-424-8396 | Efficiency Smart www.energysmart.org/milford-delaware
3. Town of Clayton @ 302-653-8419 | Efficiency Smart www.energysmart.org/clayton-delaware
4. City of New Castle @ 302-322-9801 | Efficiency Smart www.energysmart.org/new-castle-delaware

Map Location:

https://www.google.com/search?rlz=1C1EJFA_enUS731US746&ei=SSfIXdroK7Gp_QbF0oKAAG&q=delaware+municipal+electric+corporation&oq=delaware+municipal+&gs_l=psy-ab.1.2.0.10.66273.71025..74875...0.1..0.169.1890.11j8.....0....1..gws-wiz.....0i71j0i273j0i131j0i67j0i131i67.kZCe_G9p8oQ#

Utility Assistance

NEW CASTLE COUNTY

Catholic Charities

www.ccwilm.org

2601 West 4th Street
Wilmington DE 19805 United States
Phone: (302) 655-9624

Richardson Park Community Action

107 South Maryland Avenue
Wilmington DE 19804 United States
Phone: (302) 428-1247

Salvation Army

www.salvationarmydelaware.org

104 West 5th Street
Wilmington DE 19801 United States
Phone: (302) 472-0750

Love INC of DE

www.loveincde.org

PO Box 1152
Bear, DE 19701
(302) 221-5683

Kingswood Community Center

Location is 2300 Bowers Street
Wilmington DE 19802
Main phone - (302) 764-9022

Neighborhood House

1218 B Street
Wilmington Delaware 19801
Telephone - (302) 652-3928

O.A. Herring Community Services

Main address - 2801 North Pine Street
Wilmington DE 19802
Dial (302) 764-0137

Rick VanStory Resource Center

Location is 617 Shipley Street
Wilmington, DE 19801
Dial (302) 691-7946

West End Neighborhood House, Emergency Food & Clothing Closet

Location - 710 North Lincoln Street
Wilmington, Delaware 19805
Main phone number is (302) 658-4171

Lutheran Community Services

2809 Baynard Blvd
Wilmington, DE 19802-2967
Normal Hours: 8:00 a.m. to 4:00 p.m.,
Monday thru Friday
Phone: 302 654-8886

Disconnect Notice - Electric/ Natural Gas

Description: Your utility may shut-off (terminate) service to your home during the heating or cooling season for unpaid bills if the service provider (utility company) gives you at least 14 days written notice.

Qualification Process: The disconnect notice should state:

1. That your services will be terminated (shut off)
2. The date on or after which the termination will occur unless you reach an agreement as to payment
3. The steps you can take to avoid termination
4. If you have a “good faith dispute” (you do not think you owe what they say you owe) about unpaid bill(s), termination will not take place while this dispute is being resolved, **IF** you tell the utility about the dispute before you are shut-off. The utility must inform you of who to tell about this dispute.
5. However, the utility can still shut-off the service if...
 - a. You have a “good faith dispute” as to only part of the bill
 - b. They are justified to terminate service based on the part of the bill you agree you owe
 - c. You do not agree to pay the bills you do not dispute you owe as they become due or past due bills by installment payments
6. That you may be able to pay to avoid termination by entering into a repayment agreement, or installment plan
7. That if you are unable to pay the undisputed bill(s) in full or enter into a satisfactory installment agreement, there are charitable or governmental organizations or agencies that might be able to help you
8. That if someone who lives in your home is so ill that termination of the utility service would harm their health or recovery, and this is certified by a licensed Delaware physician or accredited Christian Science practitioner, and that certification is received by the utility company, Termination of Service is prohibited by Delaware Law.
9. Special Notes include the following:
 - a. In the heating season, the utility service must also make at least two (2) attempts on different days to contact you by telephone prior to termination
 - b. In the cooling season, the utility must make at least one (1) attempt to contact you by telephone prior to termination

Contact Information: Contact your utility provider customer service phone number on your utility bill and use the above information.

Disconnect Assistance - Catholic Charities

Description: Catholic Charities works with several Delaware utility companies who provide funding to help customers facing disconnection of service. Each utility provides their own eligibility criteria for assistance. Catholic Charities processes applications for these programs, and the utility decides on the benefit award. The utilities Catholic Charities supports are:

1. Chesapeake Utilities
2. Artesian Water Company
3. City of Newark Electric
4. Delaware Electric Cooperative
5. Sharp Energy
6. Suez Water [formerly United Water]

Qualification Process: Qualification for assistance is determined by the individual utility. Each utility has established what documents are needed for application, so potential clients need to first speak with the utility company.

Contact Information: Customers who receive a service disconnection notice or who fall behind in payments should call the utility company for application information and follow the instructions provided by the utility.

Utility Company	Phone Number
Artesian Water Company	302-453-6930
Chesapeake Utilities	302-734-6799
Chesapeake Emergency Energy Recipient Program (CHEERP)	1-800-427-2883
Sharp Energy	302-678-2400 888-742-7740
City of Newark Electric	302-366-7033 <Press 2>
Delaware Electric Cooperative	302-349-3104
Suez Water	302-633-5900



Delaware Division of the Public Advocate (DPA)

Description: The DPA is committed to giving utility consumers a strong voice at the Public Service Commission (PSC) where decisions about utility rates and services are made. DPA recognizes that utility services are essential to the health and wellbeing of consumers. They also acknowledge that the regulatory process can be complex and difficult to navigate.

1. **Advocacy** - The DPA acts as the liaison between customers and their regulated utility services. They advise customers on how to resolve complaints and concerns. As a consumer the best place to start is by contacting your utilities' customer service department. DPA does not provide financial assistance to utility customers. Instead, their role is to make sure that utilities are following the rules approved by the Public Service Commission and set forth in each utility's fixed charges. In cases where a utility has violated its duty, DPA may file a formal complaint against the utility to force compliance. At the State level, DPA has been an active participant in cases that have direct impact on residential and small commercial customers. It is due to their hard work and strong advocacy efforts that Delaware's utility customers have realized millions of dollars in avoided rate increases over the years.
2. **Outreach** - DPA staff will travel to any location within Delaware during daytime or evening hours to make a presentation to your community group, civic association, or other gathering on topics of your choice. You may also stop by one of their offices during normal business hours to discuss your concerns.
3. **Delaware's Regulated Public Utilities** - the following utilities are regulated by the Delaware Public Service Commission (PSC)
 - a. **Electric:** Delmarva Power and Light
 - b. **Natural Gas:** Delmarva Power and Light, Chesapeake Utilities
 - c. **Cable:** Comcast, Mediacom of Delaware, Verizon Delaware
 - d. **Telephone:** Complaints about wireless communication providers are handled by the Federal Communications Commission (FCC), not PSC. Visit www.fcc.gov or call 1-888-225-5322
 - e. **Wastewater:** Artesian Wastewater Management, Chapel Green HOA, Inland Bays Preservation Co., Moore Grant Sanitation, Inc., Oak Crest Farms, Tidewater Environmental Services, Wastewater Utilities
 - f. **Water:** Artesian Water Co. Broadkill Beach Water Co., Cantwell Water Co., Long Neck Water Co., Pickering Beach Water Co., Prime Hook Water Co., Slaughter Beach Water Co., Southern Shores water Co., Sussex Shores Water Co., Tidewater Utilities, Inc., United Water Delaware, Wilkerson water Co.

Contact Information: For more information call 1-888-607-2427, visit www.publicadvocate.delaware.gov or email the DPA at public.advocate@delaware.gov

Wilmington:

Carvel State Office Building
820 North French Suite, Suite 4
Wilmington DE 19801
302-577-5077

Dover:

29 South State Street
Dover De 19901
302-241-2555



Community Legal Aid Society, Inc.

Description: Community Legal Aid Society, Inc. (CLASI) is a private, non-profit law firm dedicated to equal justice for all. Since its founding in 1946, CLASI has provided civil legal services to Delaware residents who have low-incomes, who have disabilities or who are age 60 and over. CLASI assists clients in becoming self-sufficient and meeting basic needs with dignity. CLASI is committed to racial and ethnic equity in the delivery of services. CLASI provides free legal services to:

1. People with disabilities, as Delaware’s Protection and Advocacy System
2. Older citizens (60 and over)
3. Victims of housing discrimination, under HUD’s Fair Housing Initiative Program
4. People living in poverty (200% or below the poverty level)
5. Victims of domestic violence
6. Immigrant victims of crime, abuse and neglect

CLASI Programs:

a. POVERTY LAW PROGRAM

- b. This program aims to help clients
- c. Meet their basic needs, including safe, decent, affordable housing
- d. Maintain a steady income
- e. Obtain or retain access to healthcare
- f. Obtain safety from abuse

a. DISABILITIES LAW PROGRAM (DLP)

- b. This program aims to help clients
- c. With housing discrimination
- d. Physical and program accessibility barriers, assistive technology
- e. Voting and disability-related public benefits

a. ELDER LAW PROGRAM (ELP)

- b. This program aims to help clients
- c. With consumer problems, landlord/tenant issues
- d. Benefits problems
- e. The staff also assists seniors in obtaining and modifying Advance Health Care Directives and Powers of Attorney

Contact Information:

<p>New Castle County 100 W. 10th St., Suite 801 Wilmington, DE 19801 302-575-0660</p> <p>800-292-7980 (Toll Free) 302-575-0666 Elder Law Program 302-575-0690 Disabilities Program Fax: 302-575-0840 Office Hours: Mon -Fri, 8:30 am-4:30pm</p>	<p>Kent County 840 Walker Road Dover, DE 19904 302-674-8500</p> <p>800-537-8383 (Toll Free) 302-674-3684 Elder Law Program 302-674-8503 Disabilities Program Fax 302-674-8145 Office Hours: Mon -Fri, 8:30 am-4:30 pm</p>	<p>Sussex County Georgetown Professional Park 20151 Office Circle Georgetown, DE 19947 302-856-0038</p> <p>800-462-7070 (Toll Free) 302-856-4112 Elder Law Program 302-856-3742 Disabilities Program Fax 302-856-6133 Office Hours: Mon -Fri, 8:30 am-4:30 pm</p>
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Financial Empowerment

FINANCE
SECTION



Stand By Me

Description: Stand By Me can connect you to services and referrals offered by State agencies and community organizations to help you meet specific financial goals of savings, debt reduction, home ownership, small business development, etc. In addition, Stand By Me has information and referrals on a broad array of community services to help you address any family or personal issue. Services include:

1. Financial coaching: One-on-one personal financial coaching to help individuals and couples to deal with personal financial challenges, set goals and achieve their dreams
2. Mind over money workshops: for budgeting, navigating the financial system in the U.S., avoiding predatory financial services, building credit and home ownership
3. Guidance on business improvement, see partnerships below

Specialized programs that target all Delawareans:

1. Childcare Partnership: Childcare staff and parents
2. College Funding Project: High school students and parents
3. Community Colleges: College students
4. Finance Ability: People with disabilities
5. Kiss Your Landlord Good-Bye: Millennials, aspiring homeowners
6. Stand By Me Hispano: Hispanic immigrants
7. Stand By Me 50+: Retirees
8. Workforce Development Partnership: Adults in workforce training

Qualification Process: The service is FREE and strictly CONFIDENTIAL

Contact Information: To make an appointment call **302-255-9621**

FHA Power Saver Home Energy Retrofit Loan Pilot Program

Description: Energy efficient mortgages are being marketed to homeowners to lower their cost of living. These loans are designed to help homeowners address repairs that can lower energy costs, resolve health and safety problems and increase the value of their property. Benefits include:

1. The loan's value is included in the mortgage cost
2. Creates a market for energy efficient homes
3. Lowers monthly energy costs
4. Increases home durability
5. Eliminates health and safety problems
6. Gives families better quality homes
7. Eliminates the hassle of taking out an expensive personal loan

Qualification Process:

There are a few loan providers in addition to the FHA Mortgage Program that participate in the program. They are Veterans Administration Energy Mortgage Program, Fannie Mae and Freddie Mack. Requirements as follows:

1. Minimum credit score: 660
2. Maximum total debt to income ratio: 45% (monthly income divided by monthly debt payments)
3. Maximum combined loan-to-value (market value of the home divided by first mortgage loan balance and Power Saver): 100%
4. Property type: One- unit, owner-occupied, principal residence properties only
5. Appraisal requirement: exterior- only inspection appraisal or other FHA method of valuation
6. Power Saver ensures lien position in the first place, or second place, and also ensures loans without lien, as long as the loan amount is less than \$7,500.
7. Do your research at:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/eem/energy-r
<http://www.resnet.us/professional/ratings/mortgages>

Contact Information: To obtain an FHA Power Saver loan, contact an FHA-approved lender who is participating in this pilot program by using this link:

https://www.hud.gov/program_offices/housing/sfh/lender/lenderlist

1. Also contact one of the loan providers such as; FHA Mortgage Program, Veterans Administration Energy Mortgage Program, Fannie Mae and Freddie Mack.

Energy Outage Safety Tips with Delmarva Power:

Description: Delmarva Power offers a notification program for customers whom rely on a home life-support equipment, known as the Emergency Medical Equipment Notification Program. The information provided in this section comes from that program's material. Customers enrolled in that program will be notified of scheduled outages. Here are some tips to help keep you safe during planned and unplanned outages. You can plan ahead for emergencies by:

1. Identify the closest locations with emergency power capabilities
2. Make plans ahead of time to go to a health care facility during a prolonged outage
3. Ask a relative or friend who has power if you can stay with them
4. Research whether or not backup generation is appropriate for your situation

Preparation: Customers whom rely on home life support devices should contact their physician to discuss other alternatives. Customers who experience medical distress due to a power outage should seek medical assistance. What you can do now to avoid disruption and plan for outages:

1. Assemble an emergency storm kit containing:
 - a. Flashlights and fresh batteries
 - b. Battery- powered radio or TV and extra batteries
 - c. Land-line phone with cord (cordless phones require electricity)
 - d. Battery-powered or windup alarm clock
 - e. Supply of bottled water (one gallon per person per day)
 - f. Non-perishable foods that require no heating
 - g. Blankets, bedding, or sleeping bags
 - h. First-aid kit and prescription medications
 - i. Hand-operated can opener
 - j. Special medical or infant supplies
 - k. A variety of hand tools
 - l. List of emergency phone numbers
2. Develop and practice an emergency plan with everyone in your household
3. Download our free Delmarva Power mobile app for smartphones and tablets
4. Fill your bathtub with water if your water supply depends on electricity
5. Make sure all cell phones are charged
6. Protect electronic devices by plugging them into surge suppressors and consider a UPS (uninterruptible power supply) for temporary backup power
7. Ensure your Delmarva Power contact information is up to date, by calling 1-800-375-7117

Action: When a Storm Strikes take the following actions:

1. Locate your emergency storm kit
2. Tune into local news broadcasts
3. Never go near downed wires and always stay clear of working crews
4. Avoid wet and flooded areas as electricity and water are a dangerous combination

Frequently Asked Questions:

Q) Is restoration priority given to customers on life support?

Delmarva customers who rely on life-support equipment are located in neighborhoods throughout the service area. During a major power outage, it's not possible to correct problems at individual locations before main substations and power lines are restored.

Q) Are unplanned outage notifications guaranteed?

Notifications during unplanned outages, for instance one caused by a storm, are not guaranteed. When a severe weather alert such as a hurricane warning is posted, we will phone customers who enrolled in our "Emergency Medical Equipment Notification Program".

Q) When the power is out, what is the best way to protect my food?

The best way to protect food and medicine is with regular ice in an insulated cooler. Ice is inexpensive, easy to use and readily available from a number of retail sources.

Q) What can you tell me about portable generators?

The most important consideration is safety. Improper use of portable generators can result in inhalation of deadly carbon monoxide fumes if they are not vented outdoors safely, or in electrical shock due to faulty connections between the generator and home wiring system.

Precautions: Portable generators should never be operated indoors, in an attached garage or near open windows and doors. Individual appliances should be plugged in to the generator using appropriately sized, outdoor- rated cords.

1. If you plan to connect a generator to your home wiring, first have an electrician install a transfer switch in accordance with National Electric Code requirements to prevent electricity from feeding back into electric lines. Failure to properly connect your generator to your house wiring could cause back feed on our power lines and endanger our line workers and others.
2. Never plug a portable generator into electrical outlet in your home.

Contact Information: STAY SAFE. STAY CONNECTED.

Contact Organization	Phone No.
Report Power Outages and Downed Wires	1-800-898-8042 or 1-800-898-8045
Customer Services/ Servicio en español	1-800-375-7117
Federal Emergency Management Agency (FEMA)	1-800-480-2520 – fema.gov
Delaware Emergency Management Agency	302-659-3362 – dema.delaware.gov
Maryland Emergency Management Agency	1-877-MEMA-USA – mema.state.md.us
American Red Cross	Call your local Chapter – redcross.org

ENERGY SAVING TIPS:

SPACE HEATING AND COOLING:

Description: About 50-60% of the energy you use in your home goes to heating and cooling the space. Here are some tips on how to use your energy and money more efficiently.

1. Weatherize your home. Seal cracks, windows and other air leaks.
 - a. See Energy Program Section of the Directory for more information on the WAP program.
2. Get a programmable thermostat to help regulate your usage.
3. Purchase proper size window air conditioner unit for space. Know the square footage of the space you want to cool.
4. Turn off or limit heating or air conditioning when at work, out or not in a space that is being actively used.
5. Cool and warm your space the natural way.
 - a. Open up windows and use electric fans when possible. Fans use less energy than air conditioners
 - b. Open the upper vents in your attic and make sure any lower vents are not blocked on your HVAC system.
 - c. Let the sun in during cold weather and block it out with shades during warm weather.
 - d. Dress appropriately. Wear warm clothes when it's cold and dress cool when it's hot out.
6. Control moisture.
 - a. People feel cooler in drier air. Using a dehumidifier can help limit moisture in the air which can also limit things like mold and mildew problems.
7. Have a professional inspect and tune up your furnace.
 - a. Oil burning furnaces should be checked every year.
 - b. Gas burning ones should be checked every two years.
8. Do not use your stove/oven to heat the home.

APPLIANCES AND ELECTRONICS:

1. Look for the ENERGY STAR Label when purchasing new appliances and electronics.
2. Unplug power adapters and chargers when done charging.
3. Plug devices into a power strip. Flip the switch off when you are not using the equipment.
 - a. Except your TV. (Some TVs need to be reprogrammed if they are completely turned off)
4. Wash full loads of dishes and clothes.
5. Dry clothes outside during good weather.
6. Use high speed spin cycle in washers and separate fast drying clothes from slow drying clothes to limit drying time.
7. Use cold water when possible when washing clothes or doing other house cleaning duties.
8. Avoid ice buildup in the freezer, 5 ° F is a decent temperature setting for your freezer.
9. Keep refrigerator full, even if you just fill with containers of water.
10. Install LED lights instead of incandescent light bulbs.

ELECTRIC COMPETITION TIPS:

Description: Competition among energy providers has lowered costs for some customers and enabled conscientious customers to choose greener energy providers; however, rate caps expire, and variable pricing models can be complex. The unaware customer can expose themselves to rates that skyrocket when they need energy most.

Q) Where can the Public get information about electric competition?

A: The Division of Public Advocate (DPA) represents the interests of utility consumers before Delaware's Public Service Commission. They also provide consumers with tips for saving energy.

Phone: **(302) 577-5080** Website: <http://publicadvocate.delaware.gov/>

Public Service Commission: **(302) 736-7500** or Consumer Protection Office: **302-577-8600**

Q) What do customers need to understand about fixed and variable rates?

A: There are advantages and disadvantages to each. Fixed contracts are disadvantageous when prices fall and can be higher with longer length; however, they provide stability. Variable contracts may be advantageous when prices are falling, but they can skyrocket during extreme weather events that cause peak usage. Variable rates can financially devastate unready customers. Fixed rate contracts of at least one year in length are now generally advised.

Q) What do customers need to understand about electricity rate pricing?

A: Severe weather that drives peak electricity usage will increase overall customer use of kilowatt-hours, potentially even pushing the bills of a fixed-rate customer outside of budget. Furthermore, cancelling a contract early won't immediately stop high rates; billing for a cancelled contract continues for a full billing cycle.

Q) What options are available to customers worried about high prices during winter?

A: Make sure you have a fixed rate contract and not a variable rate contract. The budget billing process allows customers to work out a long-term deal with their providers, stabilizing prices such that they pay a similar amount during all 12 months of the year.

Q) What happens if a utility customer takes no action on a renewal and option notice?

A: Their rate may change once the contract expires. For example, a fixed rate may change to a monthly variable rate. If they have a variable rate, once the term expires, they may be moved to a different variable rate that could be higher.

1. Only Delmarva Power electric and Delaware Electric Cooperative customers are eligible to shop around. The DPA has a lot of information on shopping for a supplier.

Contact Information: For more information call 1-888-607-2427, visit www.publicadvocate.delaware.gov or email the DPA at public.advocate@delaware.gov

FIRE PREVENTION and SAFETY TIPS

SPACE HEATERS:

1. 36"Rule: Always place space heaters at least 36 inches (3 feet) away from any combustible items such as curtains, beds, sofas, etc.
2. Do not leave space heaters on during the night. This greatly increases the chance of fire.
3. Use electric blankets or an extra blanket at night instead of space heaters. (They're safer and cheaper).
4. If a kerosene or gas space heater is not vented to the outside, you must open windows to let fresh air in. (Carbon monoxide can be fatal.)
5. Never use an oven for heat because the lack of oxygen can kill.

KEROSENE HEATERS:

1. Never use gasoline or any fuel other than kerosene in a kerosene heater. It will EXPLODE!
2. Do not put additives in kerosene heaters. Additives increase the likelihood of fire.

ELECTRIC HEATERS:

1. Purchase only heaters with a U/L seal. Heaters without this seal are extremely dangerous.
2. Never use an extension cord with an electric heater because the cord cannot handle the load. Fires will result from the overload.
3. Check anything which claims to be an "Amish heater." It may actually be made outside of the US.

CARBON MONOXIDE:

1. Carbon monoxide (CO) is extremely dangerous. Hundreds die each year from accidental carbon monoxide poisoning.
2. Carbon monoxide is an odorless and colorless gas that is produced whenever a fuel (wood, oil, gasoline, kerosene or natural gas) is burned.
3. You may be exposed when you leave your car engine running or when your home contains an improperly vented or malfunctioning furnace, hot water heater, space heater, fireplace or kitchen range.
4. You can protect yourself and your family by having your furnace, hot water heater and fireplace cleaned and inspected before each heating season.
5. You can install a carbon monoxide detector in your home.
6. If you believe you have been exposed to carbon monoxide in your home, leave immediately and call **911**. Do not return to your home until it has been thoroughly inspected and cleared for your re-entry.

OTHER:

1. Clean all loose debris from the base of the chimney in the basement once a year.
2. Do not overload extension cords or other electrical lines.
3. Do not leave burning candles unattended.
4. If a fire should start, take two actions:
 - a. Leave the building (Do not try to put out the fire unless it is already contained such as in a frying pan)
 - b. Call the Fire Department right away: **911**



CATHOLIC CHARITIES HIV SERVICES:

- 1. The Emergency Financial Assistance (EFA) program:** Provides Delaware residents who are living with HIV and are low-income, up to 300% of the Federal Poverty Level with financial assistance for utilities. Applications must have a Ryan White case manager or a social worker to access this (or any other) Ryan White funded program.
- 2. The Michael Brosette Memorial Fund (MBMF):** This fund is for residents of Kent and Sussex counties. Applicants must be individuals living with HIV who are experiencing financial hardship. The fund will pay for a variety of housing, utility, and medical bills, as well as small auto and home repairs.

Qualification Process: Applications are typically made through a case manager or social worker. An application can be obtained by contacting bshannon@delawarehiv.org

Contact Information: Address: 100 W 10th St Ste 415, Wilmington, DE 19801
Phone: (302) 654-5471

Map Location:

https://www.google.com/search?q=google+map+%3A+100+W+10th+St+Ste+415%2C+Wilmingtton%2C+DE+19801&rlz=1C1EJFA_enUS731US746&oq=google+map+%3A+100+W+10th+St+Ste+415%2C+Wilmington%2C+DE+19801&aqs=chrome..69i57j69i64.7005j0j4&sourceid=chrome&ie=UTF-8#

State Service Centers (DHSS, DSSC)

Description: The State Service Centers provide Delawareans with a number of services such as funds for emergency assistance, utility assistance, help with the needy family fund, LIHEAP assistance as well as other referrals and information on other programs. Call to set up an appointment.

Kent County State Service Centers

James W. Williams 805 River Road Dover, DE 19901 (P) 302-857-5000	Smyrna 200 South DuPont Boulevard Suite 101 Smyrna, DE 19977 (P) 302-514-4500
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Milford State Service Center Campus

Milford Riverwalk 253 NE Front Street Milford, DE 19963 (P) 302-424-7200 / 302-424-7130	Milford Annex 13 S. W. Front Street Milford, DE 19963 (P) 302-424-7230	Milford Walnut Street Building 18 N. Walnut Street Milford, DE 19963 (P) 302-424-7233
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New Castle County State Service Centers

Appoquinimink 122 Silver Lake Road Middletown, DE 19709 (P) 302-378-5770; 302-378-5781	Belvedere 310 Kiamensi Road Wilmington, DE 19804 (P) 302-892-5972	Claymont State Service Center 3301 Green Street Claymont, DE 19703 (P) 302-798-2870; 792-6505
DeLaWarr 500 Rogers Road New Castle, DE 19720 (P) 302-577-2970; 302-577-3814	Floyd I. Hudson 501 Ogletown Road Newark, DE 19711 (P) 302-283-7500	Northeast 1624 Jessup Street Wilmington, DE 19802 (P) 302-552-3500; 302-552-3530.

Winder Laird Porter State Service Center

509 W. 8th Street
 Wilmington, DE 19801
(P) 302-777-2800

Sussex County State Service Centers

Bridgeville 400 Mill St. Bridgeville, DE 19933 (P) 302-337-8261	Edward W. Pyle 34314 Pyle Center Rd Frankford, DE 19945 (P) 302-732-9501; 302-732-1700	Laurel 31039 North Poplar Street Laurel, DE 19956 (P) 302-875-6943
Thurman Adams 546 S. Bedford St. Georgetown, DE 19947 (P) 302- 515-3000 (F) 302-515-3001	Anna C. Shipley 350 Virginia Ave. Seaford, DE 19973 (P) 302-628-2000; 302-628-2011	

Division of State Service Centers – Administrative Office

Charles H. Debnam Building
 1901 N. Du Pont Highway
 Charles H. Debnam Bldg.
 New Castle, DE 19720
 DSSC: (302) 255-9675



UTILITY OFFICES

Delmarva Power

Location:

New Castle Regional Office (NCRO)

1-800-375-7117

I-95 at Route 273, Newark DE

Hours/ Services:

Customer Service:

Monday- Friday

10 a.m. to 6 p.m.

Bill Payment:

Mon, Wed, and Fri, 8 a.m. - 5 p.m.

Tues and Thurs, 9 a.m. - 6 p.m.

Delmarva Power Wilmington Office Building

630 Martin Luther King Blvd, Wilmington DE

Customer Service & Bill Payment:

Monday- Friday

10 a.m. to 6 p.m.

Millsboro District Office

700 E. DuPont Hwy, Millsboro DE

Customer Service:

Monday- Friday

10 a.m. to 6 p.m.

Bill Payment Kiosk

Monday- Friday

8 a.m. to 6 p.m.

Bay Regional Office

2530 N Salisbury Blvd, Salisbury MD

Bill Payment Kiosk

Monday- Friday

8 a.m. to 5 p.m.

Chesapeake Utilities Corporation

Corporate Headquarters

909 Silver Lake Boulevard

Dover, Delaware 19904

Phone: 302.734.6799

Chesapeake Utilities

Natural Gas Customer Service:

In Maryland and Delaware

800.427.2883

Delaware Office

909 Silver Lake Boulevard

Dover, Delaware 19904

Sharp Energy

Propane Customer Service:

DE/MD/PA/VA

1-888-742-7740

Maryland Office

32145 Beaver Run Dr, Salisbury, MD

21801

Delaware Electric Cooperative

Customer Service Center

Monday- Friday
8:00 am - 4:30 pm
14198 Sussex Highway
Greenwood, DE 19950

Drive up Window Hours: M-F 8:00 am - 4:30 pm

Phone Number: 1-855-332-9090

Mailing Address: P.O. Box 600
Greenwood, DE 19950

Delaware Municipal Electric Corporation

Contact Information: 1-855-332-9090

Address: 22 Artisan Dr, Smyrna, DE 19977

Phone: (302) 653-2733

Fax: (302) 653-2734

Water Companies

Artesian Water Company, Inc.

Main Office, New Castle County, Delaware

664 Churchmans Road
Newark, Delaware 19702
P.O. Box 15004, Wilmington, Delaware 19850
Monday –Friday
8 a.m. to 5 p.m.
(P) 302-453-6900

Artesian Water Company Sussex County, Delaware

14701 Coastal Highway
Milton, Delaware 19968
Monday- Friday
8:30 a.m. to 5 p.m.
(P) 302-645-7751
Toll-Free Call: (800) 332-5114

Long Neck Water Company

32783 Long Neck Rd.
Suite 6
Long Neck, Delaware 19966
Monday -Friday
8 a.m. to 5 p.m.
(P) 302-947-9600

Sussex Shores Water Co.

Postal Address:
P.O BOX 170
Bethany Beach DE. 19930
(P) 302-539-7611

Tide Water Utilities

Business Address
Tidewater Utilities, Inc.
1100 South Little Creek Road
Dover, DE 19901
Customer Service Contact Information
In the event of an emergency, please call:
877-720-9272
For billing inquiries: **(877) 720-9272**
Monday-Friday
9 AM-5 PM

SUEZ Water Delaware

formerly United Water Delaware
2000 1st State Blvd
Wilmington, DE 19804-0508
(P) 302-633-5900 or 302-622-3826

Glossary

BPI	Building Performance Institute – BPI provides training certification in a number of areas of energy efficiency.
CC	Catholic Charities - National organization with local offices in Delaware which manages the eligibility and distribution of Delaware’s LIHEAP/ Crisis funds.
CEIP	Community Energy Incentive Program - Part of the Clean Power Plan which provides incentives to states for early action in low-income communities.
CHEERP	Chesapeake Emergency Energy Recipient Program - Chesapeake Utilities’ grant program to assist with energy bills and/ or appliances repair/ replacement
CLASI	Community Legal Aid Services Inc. - Public Interest Legal Services provides free legal representation to low-income and serves as the Public Advocate on gas issues.
CRISIS	The second stage of LIHEAP - Crisis grants are available to prevent shutoff, or to restore heat or cooling related utility service.
CPP	Clean Power Plan - U.S. Environmental Protection Agency has decided to replace the Clean Power Plan with the Affordable Clean Energy (ACE) Rule, which removes a strong incentive for states and the Federal government to work together to protect and improve air quality.
DEAP	Delaware Energy Assistance Program - An emergency fuel fund that functions under LIHEAP administered by CC.
DESEU	Delaware Sustainable Energy Utility - The Delaware Sustainable Energy Utility is a unique non-profit which offers the Energize Delaware portfolio of programs to help residents, businesses, non-profits and governments save money through clean energy and efficiency.
DSS	Division of Social Services - provides a broad range of assistance including food benefits, child care, cash benefits and medical assistance programs.
DLP	Disabilities Law Program - Community Legal Aid Society’s program aimed to help advocate on behalf of clients whom may face discrimination due to their disability
DNREC	Department of Natural Resources and Environmental Control- State of Delaware Governmental office in charge of promoting the conservation of Delaware’s natural resources.
DR/DM	Demand Response/Demand Management - Services which control the time of use of electricity to shift load to non-peak times

DSSC	Division of State Service Centers- DSSC is a Division within DHSS and there are 15 statewide. They provide a wide variety of emergency services.
DHSS	Department of Health and Social Services – a State of Delaware government agency that provides a broad range of services through various Divisions within the Department. There are a total of 11 Divisions under DHSS.
ECA	Energy Coordinating Agency (ECA)- ECA is the Sub-Grantee and coordinates the Weatherization Assistance Program (WAP) in New Castle County.
EREE	Energy Efficiency and Renewable Energy- The Office of Energy Efficiency and Renewable Energy accelerates development and facilitates deployment of energy efficiency and renewable energy technologies and market-based solutions that strengthen U.S. energy security, environmental quality, and economic vitality.
HEC²	Home Energy Counseling and Checkup - This Program is designed to empower the economically vulnerable and diverse Delaware population by providing access to high-quality energy efficiency education, products and services to include one on one counseling, in home checkups and community workshops.
HEP	Home Energy Professional - A national standard developed by BPI for DOE. This HEP standard went into effect for WAP in 2015.
HES	Home Energy Score – A new national scoring system for homes which rates a home’s energy efficiency on a score of 1 to 10.
IREC	Interstate Renewable Energy Consortium – The IREC mission is to increase access to sustainable energy and energy efficiency through independent, fact-based policy leadership, quality workforce development and consumer empowerment.
LEED	Leadership in Energy and Environmental Design – LEED is a voluntary standard for sustainable construction for commercial buildings, homes and neighborhoods. See www.usgbc.org for more information.
LIHEAP	Low-Income Home Energy Assistance Program – Federal program that provides funds to help low-income people pay for heating and/ or cooling once a year.
RPS	Renewable Energy Portfolio Standard – Title 26, requires DE electric utilities to acquire at least 18% of generation from renewable energy sources by 2026.
RRHACE	Replace Repair Heaters and Conserve Energy- A statewide program to assist low-income homeowners repair or replace their heating system
SCAP	Summer Cooling Assistance Program- A statewide program that provides low-income households with energy efficient air conditioners.
WAP	Weatherization Assistance Program - The federally funded weatherization program for low-income households.