

UTILITIES ASSISTANCE

River City Ministry (for customers north of the Arkansas River), 1021 East Washington Avenue, North Little Rock, Arkansas. Call this office at 501.376.6694.

M-F 8am-3pm

Assists with rent, utilities (including water) and other items as needed. Working with homeless, low-income, LGBTQ community, anyone disenfranchised. Offers day shelter, and will assist with arranging evening shelter. **Encourages persons to contact them with their needs, no documentation required.**

Watershed Human and Community Development Agency is for income qualified households that live south of the Arkansas River. Call (501)378.0176 for intake M-F 8am-5pm The office is located at 3701 Springer Drive/Confederate Boulevard, College Station/Little Rock, Arkansas.

Assistance with: Food, clothing, furniture, funeral expenses, Bus tickets home, Utility Assistance (including water) up to 3 times per year up to \$200 each time. Requires age 60 and above **OR having a disabled child in the home.** Requests a picture ID and proof of Federal assistance such as VA, SSI, SSA. **Persons who can, are asked to provide a photo ID and I-10, however if they do not have them, they should still apply.**

- **American Electric Power** runs the Neighbor to Neighbor program. Funds are offered that may be able to help qualified low income customers in the region pay their bills. Call 318-862-2954
- **Arkansas Energy Network** is a regional fuel fund. The non-profit organization focuses on providing information to residents. Clients can learn about churches, charities, and places to go in order to apply for utility assistance. Staff also have information on programs that are offered directly by energy providers, such as payment plans or balanced billing options. **Clients may need to leave voicemail message which will be returned.**

Conway County	ARVAC – (501) 354-5344 Arkansas METRO - (501) 420-3824
Faulkner County	CAPCA – (501) 329-0977 Help Network – (479) 967-9891
Garland County	Garland County CSO – (501) 624-5724
Grant County	Area Agency on Aging SE AR – (870) 543-6300
Jefferson County	Area Agency on Aging SE AR (870) 543-6300 Pine Bluff/Jefferson County EOC (870) 536-0046
Lonoke County	Catholic Charities – (501)664 -0340

Updated 1/17/2019

Please note that this document is a summary of community resources and this information is ever changing, this resource is not the final authority on the resources available, only a starting point.



Pulaski County	Arkansas METRO – (501) 420-3824 Salvation Army – (501) 374-9396
Saline County	Arkansas METRO – (501) 420-3824
White County	CAPCA - (501) 329-0977 Salvation Army – (501) 374-9396

- Arkansas Western Gas**, now known as **Source Gas** – The program they run is known as The Hearts Warming Homes assistance program. This particular service provides heating bill assistance to customers who live in Northwest, North Central and Northeast Arkansas. The financial assistance program will operate from November to April of each and every year and assistance and cash grants are based on need and not strict income guidelines. If you are interested in getting more information, **you can call 1-800-563-0012 for the address and phone number of The Salvation Army agency nearest them, or stop by your local Arkansas Salvation Army office.**
- The Home Weatherization Program** will help people save money by installing cost effective measures on mobile homes or single frame houses. All improvements are free to participants. Some of the upgrades include installing insulation, replacement of broken doors and windows, caulking, weather stripping, and other energy-conservation measures. A focus of the Arkansas Weatherization Assistance Program is on the homes of low-income families that spend a large portion of their income on their energy bills, and it can help Arkansas Gas customers as well. **Of priority is the elderly, handicapped and low income families with children. If a child has asthma or another health condition, special filters and other devices may be provided. Renters can use this service, landlord will need to sign a contract with agency not to increase rent for 1 year or to evict without cause.**

Better Community Development, Inc. (BCD)
3805 West 12th, Suite 203
Little Rock, Arkansas 72204
Telephone: 501-379-1539
Fax: 501-663-7228

Counties Served: Lee, Monroe, Phillips, Prairie

Pine Bluff-Jefferson County Economic Opportunities Commission, Inc. (PBJCEOC)
1201 West Pullen
Pine Bluff, Arkansas 71611-7228
Jefferson, Lincoln
Telephone: 870-536-0046 Ext. 104

Counties Served: Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant,



Central Arkansas Development Corporation (CADC) **Counties Served:** Calhoun, Clark, Columbia, Dallas, Garland,
321 Edison Avenue Hempstead, Hot Spring, Howard,
Little River, Miller, Montgomery, Nevada, Pike,
Post Office Box 580 Quachita, Saline, Sevier, Union
Polk,
Benton, Arkansas 72018-0580 **Bilingual**
Telephone: 501-776-8446 or 776-9612 Fax: 501-326-6335

Arkansas Energy Department Diane Bowen (501) 682-7379 **Counties Served:** Conway, Lonoke,
Perry, Pope, Pulaski, Yell
The agency who served these counties is no longer in business
The Arkansas Energy Department is putting people on a list while
They await a new contractor to take over the contract. **Bilingual**

Community Action Program for Central Arkansas (CAPCA) **Counties Served:** Clebourne,
Faulkner, White
707 Robins Street Suite 118 Conway, Arkansas 72034-6517 **Bilingual**
(501) 329-0977

- **CenterPoint Energy** administers the Good Neighbor Fuel Fund. **Open November 1-March 31**
Call 1-800-992-7552. **English & Spanish Speaking**

Never wait until you receive a shut-off or disconnection notice. Also do not wait until your natural gas service has been disconnected. Financial aid and payment plans need to be provided before a customer reaches those points. Also, if your gas service has been disconnected then reconnection fees will need to be paid.

***Payment extensions** may be arranged by for past-due bill for up to 30 days. This will provide customers more time. It is most effective to those that are facing a very short term crisis and who just need short term, temporary assistance. It is generally offered to those with a consistent payment history on their account in the past. Income guidelines also need to be met.

***Average Monthly Billing.** This will level set a customer's natural gas costs and average it out over the course of the year. While this is not technically financial assistance and the Arkansas customer will still need to pay for the CenterPoint natural gas they use, it does allow many people to better manage their costs.

Like most companies, CenterPoint Energy will try to work with customers who need more time or some sort of one time assistance. The applicants generally need to be self-sufficient but are facing a short term hardship. Call the company at 800-992-7552 for information, intake, or referrals.

- **Empire District Electric Company** also offers its qualified customers the Project Help program. The Project Help program extends a helping hand to needy elderly and senior citizens who are 55 years or older and it can also provide aid for handicapped persons in the service area. The assistance program is administered by the **local Red Cross offices** which screens applicants and provides relief where the need is greatest. Call 1-800-206-2300 or dial 417-624-0300.
- Seniors in Arkansas, can benefit from the **E.A.S.E program, or Empire's Action to Support the Elderly**. This was created in an effort to lift the burden of worrying about utility bills from the elderly (age 60 and older) who live in the Empire District service area. Handicapped may also benefit from this program. While the terms of EASE can change, for those older customers who qualify for the program, their due dates on their bills may be adjusted, late penalties are waived, reconnection deposits waived, and more. If it is requested, third party notification is available to participants when an account becomes delinquent. Many seniors are able to keep their electricity on as a result of EASE. Call 866-923-2483 or 417-781-0352 to apply.
- **Entergy Arkansas** offers an assistance program that can provide qualified low income, elderly, disabled, and other customers with a sales tax exemption on the first 500 kWh of electricity used by the customer each and every month. This financial assistance program is available for those low income customers who have an annual household income of less than \$12,000. Dial 1-800-ENTERGY to learn more or to apply for help from this program.
- **Entergy** – Free fans are offered by the Beat the Heat program. During May of every year, thousands of fans are distributed to customers living in the Entergy service area. Call 1-800-368-3749.
- **Entergy** – The Power to Care program (which was formerly known as Project Deserve) is funded by Employee, customer and stockholder donations. The program provides assistance one time per calendar year to qualified low income elderly or disabled Entergy customers who reside in Arkansas. For more information on the program, please contact Southern Good Faith Fund, which can be reached at 501-661-0322 ext 31.

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