

## Assistance with Utility Bills

For immediate electric bill assistance, call **211** (or visit [211.org](https://www.211.org)) to find local, state, and non-profit programs. Key federal assistance includes the [Low Income Home Energy Assistance Program \(LIHEAP\)](#), which helps with heating/cooling bills, and the [Crisis Intervention Program \(CIP\)](#) for urgent, emergency, or shut-off situations.



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### Key Resources & Options:

- **LIHEAP/LIEAP:** Provides annual, one-time vendor payments for eligible low-income households. Applications for seniors (60+) usually open in December, with others opening in January.
- **Crisis Intervention Program (CIP):** Available for households in a heating/cooling crisis.
- **Local Agencies:** Contact your local Department of Social Services (DSS) for state-specific programs.
- **Utility Providers:** Contact your provider directly to ask for payment plans, budget billing, or temporary discounts.
- **Non-Profits:** Organizations like [The Salvation Army](#) provide emergency utility assistance.

**NC**

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### Application Requirements:

You will likely need proof of income (pay stubs), a copy of your utility bill, and social security numbers for household members.