

2024 Warm Neighbors Cool Friends Income Requirements & Energy Bill Payment Assistance Guidelines

REQUIRED DOCUMENTATION TO APPLY:

- Driver's License or other Photo I.D.
- Copy of current Ameren Illinois energy bill
- Proof of Income



An Energy Assistance Foundation Program

PROGRAM RULES:

- Applicant(s) must reside at address on bill and have active service in their name
- Applicant can only receive assistance ONCE per heating season (October 1 - May 31) and ONCE in the cooling season (June 1 – September 30)
- Account balance must be lower than \$1,500
- WNCF pledges up to \$500 during heating season matching customer payments within the last 45 days – Credits on accounts are acceptable.
- Cooling season maximums are \$200 (instead of \$500) and are intended for seniors (60+yrs), people with a disability or documented medical condition requiring air conditioning.
- 30 Day (GROSS) Income Range by Family Size

Warm Neighbors Cool Friends Program benefits customers between 200% - 300% of Federal Poverty Level (FPL) or 80% of the county's Area Median Income (AMI). Special exceptions must be approved by the Energy Assistance Foundation Executive Director

Family Size	WNCF Income Range
1	\$2,511 - \$4,958
2	\$3,408 - \$5,667
3	\$4,304 - \$6,375
4	\$5,201 - \$7,079
5	\$6,098 - \$7,646
6	\$6,994 - \$8,213
7	\$7,891 - \$8,779
8	\$8,428 - \$9,346

PROGRAM ADMINISTRATION:

- Customer accounts can be checked and WNCF pledges entered via the [Ameren Illinois Energy Assistance Portal](#). If necessary, call Ameren Illinois: **888-667-7861** or Daniel Bradshaw at **217-451-9593** for additional assistance.
- WNCF pledges must be entered as whole dollars. Round customer payments up to figure the WNCF pledge amount. (i.e. customer payment = \$389.05 then WNCF pledge = \$390)
- Send a copy of each application AND the summary balance sheet to susan@eafwncf.org and kim@eafwncf.org at the close of each month