



2025/26 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 1st -May 31st)
- 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.
- 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 | \$3,333 - \$4,713 |
| 2 | \$4,358 - \$5,383 |
| 3 | \$5,383- \$6,663 |
| 4 | \$6,408 - \$8,037 |
| 5 | \$7,433 - \$9,414 |
| 6 | \$8,458 - \$10,788 |
| 7 | \$8,650 - \$12,162 |
| 8 | \$8,843- \$13,539 |

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 at the close of each month