

# PROTOCOL FOR ASSISTING INDIVIDUALS WITH ENERGY NEEDS

**Hello. Please tell me why you are calling me. I will try to help you as much as I can. Please answer some questions for me so that I can help you with your problem. Remember, the help I can give you today is supplemental. It is intended to help you through a bad time right now. It will not pay for all your heating costs. I might be able to help you with a short term solution.**

2.17.11

Is this a heating emergency? **NO**

**YES**

Do you live in Franklin County?

**No**

## LONG TERM SOLUTIONS:

If you are not having an emergency today, but are worried, I can give you some ideas to help you make an emergency plan.

- You may be eligible for assistance. Call Western Maine Community Action (WMCA) at 645-3764. They can help with your fuel concerns. If they are busy when you call, they will call you back, but you must tell the operator your problem and leave a telephone number where you can be reached at all times.
- Call your fuel dealer and CMP and ask them to set up a payment plan. They are willing to work with you to keep you warm!
- Visit your local food pantry and save money on food.
- Visit the warming centers in Farmington (778-2163), Wilton (645-2535) and Salem (678-2611) so you can turn back your thermostat for the day.
- Make a plan to stay with a friend or relative this winter.
- Apply to "Joe for Oil" (Citizens Energy Oil) at 1-877-563-4645, 978-269-5980 (toll free) or [www.citizensenergy.com](http://www.citizensenergy.com)

## FOR EMERGENCY CALLS DURING OFFICE HOURS CALL: WESTERN MAINE COMMUNITY ACTION AT 645-3764

### FOR CALLS AFTER OFFICE HOURS:

How much fuel is left?  
Are you completely out of fuel?  
What type of fuel do you use?  
Do you have a fuel vendor?  
Did you receive and use a fuel benefit? (LIHEAP)  
Did you try calling WMCA during business hours and indicate you had an emergency?

What to do for services after hours:

- Call 211.** Call Specialists at 211 provide confidential assistance and may be able to help. Be prepared to inform them whether you've received fuel assistance before.
- If you haven't had assistance before, you will need to provide information about your income and fuel vendor.
- Once you provide this information, they will do their best to keep you warm.
- Tomorrow call WMCA: 645-3764

Northern Franklin County:  
Call United Methodist Economic Ministry  
678-2611

## Caller is from Livermore, Livermore Falls:

For assistance and referral, call Western Maine Community Action during office hours: 645-3764. For fuel assistance through the federally funded LIHEAP program, call Community Concepts: 1-800-427-1251; 743-7716, or call 211 after office hours or go on line: [www.211maine.org](http://www.211maine.org)

**FURNACE PROBLEMS: (Renters need to contact landlord.)** If there is a problem during regular business hours, **call WMCA at 645-3764.** Tell the operator that you have an emergency with your furnace. Be prepared to give information about whether or not you've received fuel assistance before. (Be prepared! Discuss what to do with the staff at WMCA **before** you have problems after hours, then you will know how to call a service person to help you.) If you already receive assistance from WMCA, and it is after business hours, call a furnace repair person, then **CALL WMCA THE NEXT DAY** to see if funds are available to help pay for the service call. If you do NOT have a furnace repair person and you have not had assistance from WMCA before, **CALL 211.** Be prepared to provide income and household information. They will do their best to help you stay warm.

**HELPFUL RESOURCES:** United Way of the Tri-Valley Area: 778-5048; Maine Office of Elder Services: 1-800-262-2232; SeniorsPlus: 645-3315; DHHS: 1-800-442-6382; if facing eviction or utility cut off: 207-287-6897; Family Crisis: 1-800-537-6066; Evergreen Behavioral Services or Mental Health Crisis: 1-888-568-1112; Franklin Community Health Network: 778-6031; [www.TheCommunityConnector.org](http://www.TheCommunityConnector.org); [www.211maine.org](http://www.211maine.org)

**SAFETY CONCERNS/RECOMMENDATIONS:** Do you have a smoke detector? Local fire departments can help provide one for you. Do you use portable heaters? Do you use a wood stove? Are you keeping flammable materials away from fire sources? Do you have enough wood? No? Do you have a CO2 detector? Are you staying warm? Do you know about hypothermia? Have you eaten lately? Do you have emergency numbers by your phone? Do you have a neighbor you can call for help? Call: 645-3764 or 778-5048



Western Maine  
Community Action  
1-207-645-3764  
[www.wmca.org](http://www.wmca.org)



United Way of the Tri-Valley Area  
1-207-778-5048  
[www.uwtva.org](http://www.uwtva.org)



Get Connected. Get Answers.



1-207-778-5892 [www.franklincountyema.org](http://www.franklincountyema.org)