



CWLP News Release

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CWLP ACCEPTING DONATIONS FOR BILL ASSISTANCE PROGRAM

As another heating season is here, City Water, Light and Power customers who need help paying water and electric bills could qualify for assistance from the utility's [Project RELIEF](#) program. Project RELIEF, which is in its 28th year, provides financial assistance to eligible customers for their CWLP bill. The program runs from December through May each year while funds are available.

"Project RELIEF is one of the few local assistance programs that exclusively direct funding to families in our community," said Mayor J. Michael Houston. "Donating to this program is a great way to help out other Springfield families that are less fortunate as the winter heating season approaches."

Project RELIEF is entirely supported through donations, primarily from CWLP customers who add \$1 or more to their monthly bill to help those less fortunate. Since the program's inception over 3,400 families have been helped. Last year nearly \$24,000 was raised and 115 families were assisted.

The first step in applying for assistance from Project RELIEF is to call the CWLP Project RELIEF Office at 789-2414 on or after December 1. Customers meeting the minimum eligibility requirements will be scheduled for a meeting with Contact Ministries.

All funds that are received for Project RELIEF go directly to those in need, without any amount being used to cover administrative costs. Individuals can sign up to support the CWLP program through their utility bill year-round. Those who would prefer to make a one-time contribution can mail a check made out to Project RELIEF to Contact Ministries, which administers the program, at 1100 E. Adams St., Springfield, IL 62703. Those who wish to donate can also print a form from the CWLP website.

Customers can begin applying for assistance from Project RELIEF on December 1. Most funds are exhausted by April 1. To qualify for the program; a customer must have:

- a delinquent CWLP bill;
- a total household income for the previous 90 days of no more than 150% of the Federal Poverty Guidelines;
- exhausted all assistance resources including the Low Income Home Energy Assistance Program (LIHEAP), 535-3120. (Customers who have only water service from CWLP do not need to apply to LIHEAP first); and
- the ability to cover a portion of their delinquent bill, as required.

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