



## MUNICIPAL UTILITY CUSTOMER ECONOMIC HARDSHIP ASSISTANCE

Amid growing concerns faced by municipal utility customers as a result of the COVID-19 virus, the Iowa Association of Municipal Utilities and our member utilities remain committed to ensuring access to critical utility functions and will continue to meet those needs with no risk to electric, gas, water, and communication services across our service territories.

As the situation evolves, IAMU leadership and our member utilities will continue to meet daily to ensure we are addressing the needs of our communities and following the recommended local, state, and federal guidelines.

With numerous closures and staff reductions across Iowa businesses we know it's not an easy time for our customers. As this situation evolves you or your neighbors may experience temporary financial hardship that may limit your ability to support your basic needs, including access to public utilities. If you find yourself in this situation we encourage you to contact your local utility for assistance. If you are in a position to donate to organizations that assist customers with paying their utility bills we encourage you to consider supporting these programs.

We've summarized some resources below that can help customers keep up to date on the latest official announcements and find assistance.

### Federal Government

The federal government continues to monitor the situation and address the impacts of COVID-19 on America's citizens. Additional information can be found here:

**The White House:** <https://www.whitehouse.gov/>

**Centers for Disease Control:** <https://www.cdc.gov/>

**Homeland Security:** <https://www.dhs.gov/>

### Social Welfare Organizations

If your income is too high to qualify for LIHEAP but you need help paying your energy bills, your local social services agency or non-profit organizations throughout the state offer programs that can help. You should also contact your local utility about budget billing or new payment options.

### Salvation Army

**Salvation Army Central  
Territory Headquarters  
5550 Prairie Stone Parkway  
Hoffman Estates, IL 60192  
1-800-SAL-ARMY**

Salvation Army utility bill assistance programs throughout the Midwest help people keep the lights on and provide peace of mind. If you do not qualify for LIHEAP you may be able to access aid through their offices. Find your local Salvation Army office here: [Salvation Army Locations](#)

### Iowa Community Action Programs

**Iowa Community Action  
Association  
1620 Pleasant St. Suite 214  
Des Moines, IA 50314-1677  
515-244-0307**



### State of Iowa

The State of Iowa continues to monitor the situation and address the impacts of COVID-19 on Iowa's citizens. Additional information can be found here:

Iowa Governor's Office: <https://governor.iowa.gov/>

Iowa Legislature: <https://www.legis.iowa.gov/>

Iowa Utilities Board: <https://iub.iowa.gov/>

Iowa Department of Public Health:  
<https://idph.iowa.gov/>

### Low Income Home Energy Assistance Program (LIHEAP):

Low Income Home Energy Assistance Program (LIHEAP) is a Federally-funded program that helps low-income households with their home energy bills. LIHEAP can help you stay warm in the winter and cool in the summer. By doing so, you can reduce the risk of health and safety problems (such as illness, fire, or eviction).

The Iowa LIHEAP program may be able to offer you one or more of the following types of assistance:

- Assistance with paying bills.
- Emergency Crisis Intervention Payments (ECIP)
- Energy related home repairs and weatherization

LIHEAP is administered by the Iowa Department of Human Rights, you can access a list of your local providers here: [Apply for LIHEAP](#).

Iowa's county based Community Action Programs help address the needs of Iowa individuals and families with limited incomes or experiencing an economic hardship. You can locate your local program here: [Iowa Community Action Organizations](#)

### *Iowa Legal Aid*

**Iowa Legal Aid**  
1111 9<sup>th</sup> Street, Suite 230  
Des Moines, IA 50314  
1-800-532-1275

Iowa Legal Aid can provide guidance to utility customers who are unable to pay their utility bills or need assistance with identifying alternative payment options you may be eligible for. You can find more information here: [Iowa Legal Aid](#)

For ongoing information, customers can visit [www.iamu.org](http://www.iamu.org), visit their utility's website, or find the IAMU or Utility's Facebook, or Twitter feeds.

 [IAMU Facebook](#)

 [IAMU Twitter](#)