

Winter Assistance in Aroostook County Resource Guide for Older People

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Aroostook Agency on Aging: Check out our Benefits Checklist – a guide to quickly screen potential eligibility for several Federal and State benefits that may put cash in the pocket of older people and disabled people. Access on-line at www.aroostookaging.org. Available also by calling 764-3396, toll free 1-800-439-1789.

ELECTRICITY HELP

Electric Utility Companies: Special Payment Arrangements may be made for electric service. During the period November 15 through April 15, customers who cannot pay their utility bill because of reasons that may cause their household to be deprived of food, medicine, heat or some other necessity can declare eligibility for a “Special Payment Arrangement”. Customer whose income does not exceed 150% of federal poverty guidelines or who are eligible to participate in the Low Income Home Energy Assistance Program (LIHEAP) or Supplemental Security Income (SSI) may qualify for a “Special Payment Arrangement”. Contact electric utility to make special payment arrangement.

- **Eastern Maine Electric Coop 1-800-696-7444**
- **Houlton Water Company 532-2259**
- **EMERA Maine 1-855-363-7211**
- **Van Buren Light & Power 868-3321**

Low Income Assistance Program (LIAP): Electric utility companies have low income assistance programs designed to provide bill payment assistance/credits to electrical accounts of households that receive a Federal LIHEAP benefit, are not tenants of subsidized housing and meet other eligibility criteria. Contact utilities directly to determine details.

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- Houlton Water Company 532-2259
- Emera Maine 1-855-363-7211
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FOOD

Food Bank/Pantries – Provides food to needy people.

- **Ashland Food Pantry** - 31 Station St. Call Mary Caron at 435-6015 for more information. Hours of operation are; 2nd Tuesday of the month from 5-7 p.m. and 3rd Thursday of the month at 2-4 p.m.

- **Caribou Ecumenical Food Pantry** - 49 Herschel St, Ste 2. Call 493-4860 Call Tue & Thur 10-11 AM, pick up 11-11:30 AM
- **Caribou United Baptist Church** - 74 High St. Call 496-7881 for more info. Hours of operation are every Wednesday from 7:30 to 11:00 a.m.
- **Danforth Food Pantry** - Call 448-2321 for more information. Hours of operation are 1st full week of the month on Thursday.
- **Eagle Lake “St. Mary’s Food Pantry”** - St. Mary’s Catholic Church, 3538 Aroostook Road, Eagle Lake. Call 444-5405 2nd Wed month 7-10 AM.
- **Easton “Friends Helping Friends”** – 23 Station Road, call 488-6181, 3rd Sunday 3-4 PM
- **Fort Fairfield “Helping Friends”**- 170 Houlton Road. Call Steve Lewis at 227-9219 for more info. 3rd Sunday Monday of the month and also serve for emergencies.
- **Fort Kent Ecumenical Food Pantry** - 229 West Main St. Ste 103. Call Tues 9-10:30 AM 834-4126. Pick up on every 1st, 3rd, 5th Wednesday of the month from 5 to 6. In alternate order on the 2nd and 4th Wednesday’s of the month is from 9 to 10 a.m.
- **Frenchville “St. Luce Food Pantry”** - 441 US Rt. 1 at St. Luce Catholic Church. Call 728-4635 for more information. Hours of operation are; the last Saturday of each month from 9 a.m. to 12 p.m.
- **Grand Isle -Mt. Carmel Community Center** – 366 Main St. Call 895-6995 serves one Saturday month 1-4 PM
- **Hamlin “St. Joseph Food Pantry”** – 1779 Hamlin road. Call 325-4592 for more information. Hours of operation 1st Wednesday of each month 9 to 10:30 a.m.
- **Haynesville Town Office** – 16 Danforth rd. call 448-2239 Mon & Wed 7:30 am- 1 pm, Thur 7-10 am
- **Houlton “Adopt A Block”** – 307 Military St. Call 532-2783 Ext 103. Delivery 3rd Saturday
- **Houlton “St. Mary’s Food Pantry”** 110 Military St. Houlton. Call 532-9122 p Tue & Thur from 9 to 11 a.m. pick up 1:30-3 PM
- **Island Falls Food Pantry** – 64 Cleaves St. Call 463-2449 1st Tue 9 am- noon
- **Limestone “Ecumenical Food Pantry”** – 100 Main St. Call 325-2099 1st & 3rd Tues 3-6 PM; 2nd & 4th Tue 11 am-3 pm
- **Madawaska “St. Thomas & St. David Food Pantry”** – 309 St. Thomas St.. Madawaska. 1st or 3rd Wednesday 7-10 AM. Call 728-3209 for more information
- **Mars Hill Community Cupboard** - 10 ACI St. Mars Hill. Call 429-9041. 2nd Tuesday 1-3 PM; 4th Tuesday 6 p.m. to 8 p.m.
- **New Sweden First Baptist Church “Lords Pantry”** – 17 Westmanland Rd. Call Pastor Chris at 896-3392. Hours of operation 8 a.m. to 10 a.m. second Saturday of the month.
- **Orient Food Pantry** 82 School House Road. Call 448-2730 for more information. Fri after 1st Tue 10 am-1 PM

- **Presque Isle– Aroostook Band of Mic Mac’s** 7 Northern Road 764-1972 Mon-Fri 8 am-4 pm
- **Presque Isle Grace Interfaith Food Table GIFT** - 11 Industrial St, Presque Isle. Call 764-8584 Tue 9 am-Noon for appointment to pick up Wed. Shopping Wed 9 am-noon; Also open 2nd Tue of month 10 am-1 pm. Emergency call 764-8584 anytime
- **Presque Isle Parsons Food Pantry”** – 21 Parsons St. Call 764-0758 Last Friday of month 2-5 PM
- **Presque Isle Raven Food Pantry-** 18 Roberts St. 768-7850 for details
- **Sherman-Upper Valley Economic Council** - 36 School St. Ste 4. Call 365-7631. Hours of operation 9 a.m. to 1 p.m. on 2nd Tuesday of the month.
- **Sinclair “St. Joseph’s”** – 413 Lake Shore road, Call 543-6073. Tuesday 11am-1 pm
- **St. Francis “St. Charles”** – 912 Main St. St. Francis. Call 398-4223 on 1st Thursday of the month.
- **Van Buren “St. Peter Chanel Parish”** – 174 Main St. Call 868-3510 for info. Hours of operation 1 p.m. to 3 p.m. on 1st Thursday a of the month.
- **Town of Wytopitlock** - Call 456-7598 for more information. Hours of operation are 3- 5 p.m. on the 1st Thursday of the month.

General Assistance (see page 5) can provide help with food purchases for eligible people.

Prepared Meals

- **Aroostook Agency on Aging Senior Dining Centers** provide hot meals to all residents of Aroostook County age 60 or older. Donation is requested to help with cost of meal. Please call between 10 AM-noon a day in advance to assure a meal will be available and for meal service time. Locations are –
 - Caribou** – Lyndon Heights Housing telephone 498-8197. Monday- Friday.
 - Fort Kent Senior Center**, 20 Pine St. Fort Kent telephone 834-6453 Monday - Friday.
 - Madawaska Senior Center** – 291 Newberry Drive, Madawaska phone 728-3879. Monday - Friday.
 - Presque Isle** at The Gathering Place on Tuesday, Wednesday at 11 AM, call 764-6185.
 - Van Buren** Community Center on Champlain St. 868-3931. 9:30 a.m. to 12:00 p.m. Monday- Friday.
- **Aroostook Agency on Aging Meals on Wheels** provide home delivered meals to older people who are homebound and unable to prepare meal for themselves or lack support to have meals prepared for them. Donation is suggested to help with cost of meal and delivery. Service is not available in all areas. Call 764-6185 or toll free 1-800-439-1789 for more information.
- **Central Aroostook Senior Meal Program** provides hot meals Tuesday at Noon when school is in session at Central Aroostook High School for people age 60 and older in Blaine, Bridgewater, E. Plantation and Mars Hill. Call Wendy at 425-2811 or

Kathy Miller, 425-3771 before 9 am on Tuesday. \$4.00 is charged to cover cost of meal.

- **Caribou Bread of Life Soup Kitchen** provides hot meals and take-out meals for the homebound if ordered before 9 AM on Monday through Thursday with meals served between 4 pm-5 pm. No cost, all ages. Serves residents of Caribou, Conner, Fort Fairfield, Limestone, New Sweden, Perham, Presque Isle, Stockholm, Van Buren, Woodland. 60 Collins St., Caribou 493-4858
- **Martha and Mary's Kitchen** serves residents of central Aroostook area. No cost, all ages. Monday, Wednesday and Friday 2 p.m. to 5 p.m. 21 Parsons St. Presque Isle, 764-0758. Pantry open only once a month on last Friday from 2 p.m. to 5 p.m.

FUEL ASSISTANCE – NON-EMERGENCY

Aroostook County Action Program (ACAP): call 768-3053 or toll free 1-800-585-3053 to schedule an appointment to apply for help with heating fuel.

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- **Low Income Home Energy Assistance Program (LIHEAP):** Provides eligible homeowners and renter's help with heating costs.
- **The income guideline for an elderly single person or hypothermia risk household is \$1,683 monthly and \$2,270 monthly for a two-person elderly or hypothermia risk household.** Households having income over the guidelines may provide out-of-pocket non-reimbursed medical bills paid within the same income test period. Twelve-month income guidelines are also available at ACAP. Home visits may be arranged for people who are unable to travel because of medical reasons. NOTE: **this is not an emergency program**; it may take approximately six weeks between the time of application until the benefit is received.

FUEL ASSISTANCE – ALMOST OUT/EMERGENCY HELP

After Business Hours/Nights/Weekend/Holiday for Help or Information:

Call 211 for information on energy help. One telephone number – 211 – connects you with people that can provide information on a full range of health and human services. They are available 24 hours a day, seven days a week including holidays. For information on energy or heating assistance especially at times when most of the agencies cited in this guide may be closed, call 211.

Aroostook County Action Program (ACAP): call 768-3053 or toll free 1-800-585-3053 for help with heating fuel.

- **Energy Crisis Intervention Program (ECIP):** Provides emergency financial help to buy home heating fuel, assistance to prevent electrical disconnection if the household is threatened with disconnection because of a broken payment arrangement with a utility and that disconnection will stop the heating system or pays for a minor home heating system repair. Must be LIHEAP eligible within the last year and be down to

less than 1/8 tank of fuel at the time of application. Limited funds are only available periodically from December 1, 2016 through March 31, 2017. Maximum amount of help to household \$400 per program year.

- **Keep ME Warm:** Provides assistance to homeowners and tenants who may be over the income limits for LIHEAP assistance and need help with home heating or to prevent an electrical disconnection during certain times of the year. Note: Availability of help is based on funding being available and is dependent on donations from individuals, churches and businesses willing to help. Contact ACAP to make a donation to this fund. You may specify that the help be limited to people in a specific community if that is your desire.

General Assistance (GA-Local Welfare) for Heat and Electric Assistance: Each city, town and plantation must provide for General Assistance. In unorganized townships, Maine Department of Health and Human Services has contracted to handle requests for GA. Non-emergency General Assistance has specific income criteria and income must be at or below these Maine Department of Health and Human Services designated thresholds to qualify. Emergency General Assistance (22 M.R.S.A. S.4308(2)) provides that “a person who does not have sufficient resources to provide one or more basic necessities in an emergency is eligible for emergency general assistance, even when the applicant has been found ineligible for non-emergency general assistance except (under certain circumstances).” It goes on to state “municipality may provide emergency general assistance when the municipality determines that an emergency is imminent and that failure to provide assistance may result in undue hardship and unnecessary costs.” Municipalities generally require verification of who lives in the household, monthly income of each household member, proof of expenses for the month (where/how money was spent), verification of any money that may be in bank account. Contact your city or town office to apply. Residents of unorganized territory contact...

- T16R4 (Big Madawaska) Stockholm Town Office 896-5659
- T17 R3 Van Buren Town Office 868-2886
- T17 R4 (Sinclair, Long Lake) Marie Picard 543-6233 or 543-6117
- Benedicta, Silver Ridge, TA R5 Jacqueline Roach 465-9983
- T10 R4 (Squa Pan) Ashland Town Office 435-2311
- E Township Blaine Town Office 425-2611
- Connor Caribou City Office 493-3324
- TA R2 Linneus Town Office 532-6182

Helping Neighbors: contact Helping Hands for Children and Families at 768-3115 and toll free 1-800-432-7881 ext. 665. Helping Neighbors is funded with donations from individuals, churches and businesses as well as special donations channeled through United Way of Aroostook. Provides small 0% interest loans to people with very limited income to meet their basic needs such as home heating, home heating system repair and utilities. Note: Availability of help is based on funding being available and is dependent on donations from individuals, churches and businesses willing to help. Contact Helping Hands to make a donation to this fund. You may specify that the help be limited to people in a specific community if that is your desire.

Salvation Army: contact Houlton office at 532-2322. Provides small grants to help with utility disconnects, evictions, heating fuel assistance, food and clothing. Note: Availability of help is based on funding available and is dependent on donations from individuals, churches and businesses willing to help. Contact Salvation Army to make a donation to this fund. May specify that the help be limited to people in a specific community if that is your desire.

FUEL DELIVERY

Consumer Right to Fuel Delivery: Between October 15 and April 30 heating fuel dealers must make small deliveries of at least 20 gallons on scheduled delivery days to an area if you can pay cash on delivery or if you have a government guaranteed payment for the fuel (such as a LIHEAP credit or General Assistance Voucher). Even if you owe the fuel dealer money, the fuel dealer must still deliver fuel if you can pay cash on delivery or if you have a government guaranteed payment (such as a LIHEAP credit or General Assistance Voucher) on the scheduled delivery day to your area. This does not mean that the dealer must drop everything and make an emergency delivery if you call. It does mean that, at the latest, a dealer must deliver oil to you on the next scheduled delivery trip to your area. If you are an established customer (means you purchased fuel twice previously from the dealer) and the dealer regularly provides emergency deliveries or unscheduled deliveries to other established customers, the dealer must do the same for you provided you can pay cash on delivery and you order at least 20 gallons. When making a scheduled delivery of less than 50% of your tank capacity or 100 gallons of fuel, whichever is less, the dealer may charge a fee over and above the cost of fuel. The fee cannot exceed \$20 for a scheduled delivery day to your area. **If the dealer makes an emergency, after-hours or unscheduled delivery, the dealer has the right to charge you extra, over and above the cost of the fuel, and it may exceed \$20.** To make a consumer complaint to the Attorney General's Office call toll free 1-800-436-2131.

FURNACE/HEATING SYSTEM REPAIR

Aroostook County Action Program (ACAP): call 768-3023 or toll free 1-800-432-7881 for information on available funding to help with furnace and heating system repair.

- **Central Heating Improvement Program:** Provides assistance to LIHEAP eligible homeowners to perform energy-related repairs. May provide help with furnace replacement if furnace has been inspected by a licensed technician and determined to be hazardous and not repairable.

Maine Department of Health and Human Services: southern Aroostook call 1-800-432-7338; central Aroostook call 1-800-432-7366; north Aroostook 1-800-432-7340

- Families with children in household that receive support such as TANF, Food Stamps, MaineCare may qualify for an annual one-time payment of \$150 to assist with paying a broken "Special Payment Arrangement" with electricity supplier if their source of heat is electricity and disconnection may result. The \$150 does not extend to other sources of heat, only electricity. Up to \$250 may be available to assist

with rental payment if eviction is imminent or emergency housing is necessary. Up to \$500 may be available to assist with payment for furnace repair, chimney repair, well/water system repair. All payments are made directly to vendor.

FURNACE/HEATING SYSTEM REPLACEMENT:

Credit Unions and Energy Assistance: Some credit unions are offering special low interest rates to members for heating system improvements and/or conversion to less expensive fuel alternatives. If you are a member of a credit union, check with them to find out what they might be offering to help with the cost of energy.

US Department of Agriculture/Rural Development Office: Presque Isle office services Aroostook County, contact 764-4157.

- **504 Grant Program** – Grants of up to \$7,500 may be made to low-income homeowners age 62 and older to assist in removing hazards in home to health and safety. This may include weatherization including replacement of windows, doors, roof work, and defective heating systems. Note: not readily available, there is a waiting list for grants.
- **504 Loan Program** – eligible individuals and families may borrow up to \$20,000 at interest rates as low as 1% to make home improvements including heating system upgrades, weatherization, roof repairs.

WEATHERIZING – Saving Energy

Energy Auditors (Certified by Maine State Housing Authority): Certified energy auditor can provide a detailed analysis of home heating loss risk and recommend cost effective remedies that may include heating system upgrade help through Efficiency Maine.

- **Aroostook County Action Program (ACAP)** employs weatherization specialists certified as energy auditors. Contact them through ACAP, P.O. Box 1116, Presque Isle, ME 04769; telephone 768-3023 or 1-800-432-7881. Contact person is Rob Bragdon at extension 651.
- A complete list of Maine Certified Energy Auditors is available at www.mainehousing.org Enter Certified Energy Auditors in search box.

Aroostook County Action Program (ACAP) Weatherization Program: call 768-3023 or toll free 1-800-432-7881. Provides assistance to LIHEAP eligible homeowners to improve home energy efficiency. Note: this program is not readily available, there is a waiting list of approved applicants.

Credit Unions and Energy Assistance: Some credit unions offer low interest rates to members for home improvements to save on energy costs. If you are a member of a credit union, check to find out what they might be offering to help with the cost of energy.

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