

Assessment and Resolution

Do you have a disconnect notice or is your service off?

Do you have a back bill that needs to be paid before you can obtain utility service for your secured new residence?

Do you need to learn more about agencies in the community that assist with utilities?

Program and Income Guidelines Apply

1. Assess resident's financial situation with MidAmerican Energy and explore payment options to avoid disconnection or establish reconnection of services.
2. Complete a household incoming and outgoing expense review.
3. If funding is available through the City of Des Moines Community Services the PPS Worker will determine eligibility through established guidelines.
4. The City of Des Moines requires:
 - An adult member of the household to attend an Energy Wise class within the next 3 business days.
 - A client payment of a minimum of 10% of the money needed to reestablish or maintain service within the next 3 business days.
 - Payment and/or agency vouchers or additional funds needed to restore services must be made or guaranteed to MidAmerican Energy within 3 business days.
5. Provide referrals to other Assistance Agencies in the Des Metro area.

LIHEAP

November 1, 2009 through April 30, 2010 apply for LIHEAP (Low Income Home Energy Assistance Program) at the site office nearest your home.

Links to:

[Site Offices](#)
[LIHEAP](#)