

**NOTICE OF PROCEDURE
FOR
REQUESTING INFORMATION FROM
OR
REGISTERING COMPLAINTS WITH
BELLEVUE MUNICIPAL UTILITIES CONCERNING SERVICE
DISCONNECTION, SAFETY OR RENEWABLE ENERGY**

Persons desiring to request information from or register complaints with Bellevue Municipal Utilities CONCERNING SERVICE DISCONNECTION, SAFETY OR RENEWABLE ENERGY may do so by contacting:

Bellevue Municipal Utilities
106 North Third Street, Bellevue, IA 52031
563/872/4456

If your complaint is related to service disconnection, safety, or renewable energy and Bellevue Municipal Utilities does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 725-7321, or toll-free (877) 565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail to customer@iub.iowa.gov.

2024-2025 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2024-2025 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, size, type of fuel, and type of housing.

If you are not sure where to apply, dial 2-1-1 or visit www.hacap.org.

to contact your local community action agency:

Hawkeye Area Community Action Program, Inc

or write to:

Iowa Department of Human Rights

Capitol Complex

Des Moines, IA 50319

2024-2025 INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440

For households with more than eight members, add \$10,760 for each additional member.

2024-2025 IOWA HOME ENERGY ASSISTANCE PROGRAM

WHEN TO APPLY

Elderly (60 & over) and/or disabled:

October 1, 2024 to April 30, 2025

All other households:

November 1, 2024 to April 30, 2025

WHAT TO TAKE

1. Proof of Income (for all household members age 18 and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar year, whichever is easier or more beneficial for you.

2. Proof of Social Security Numbers for all household members (documentation required).

3. Most recent heat bill.

4. Most recent electric bill.

WAGE EARNERS

Please bring copies for your check stubs for the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME

This income may include: Social Security Benefits, Supplemental Security Income, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies for your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS

Please bring a copy of your most recent federal income tax return.

Note - Additional countable income and/or income verification not listed above may be required for eligibility determination.

If you receive alimony or child support, it will also need to be verified. Additional income not listed here may be required.

Add a "PS"



To help a neighbor

"PS" is **Project Share** – a program that assists needy households in paying their winter energy bills. You can help this effort by adding a regular **Project Share** contribution to your utility payment, or by making a direct donation to Project Share. These funds are distributed to your neighbors in need.

A local social service agency carefully identifies those residents who qualify, and a local committee oversees Project Share to guarantee that all contributions are handled equitably and efficiently.

Adding a "PS" – a Project Share contribution to your utility payment each month is a simple way to share some warmth with those who need it.

Bellevue Municipal Utilities
106 N Third Street Bellevue IA 52031

PS | Project
Share ✪

Yes, I'd like to help a neighbor with a tax-deductible contribution to Project Share.

Name

Address

City

Phone

I will contribute \$_____ per month to Project Share. I understand this amount will be billed to me monthly.

I have enclosed a \$_____ donation to Project Share.