

## LIHEAP program helps qualifying members pay electric bills

The Low-Income Home Energy Assistance Program (LIHEAP) provides qualifying individuals and families with help paying heating costs in winter months and cooling costs in summer months.



Applications are now being accepted on a first-come, first-served basis as long as funds are available. Businesses are excluded from receiving the benefit.

LIHEAP is not administered by Carroll Electric, but rather through the U.S. Department of Health and Human Services (DHHS), and it's operated by community action agencies.

The amount of financial help available varies based on income, the number of people in a household and other factors. LIHEAP eligibility in Arkansas is based on both 60% of State Median Income and 150% of Federal Poverty Guidelines.

The program is designed to lower the energy burden for low-income households that pay a high portion of household income for home energy costs, by paying benefits for home energy bills, according to DHHS.

Contact your local Community Action Agency (CAA) to check eligibility. Go to [acaaa.org/local-community-action-agencies](http://acaaa.org/local-community-action-agencies) for a list of CAA offices around the state.

WITH  
GRATITUDE  
ONWARD  
TO

2022

---

---

Happy New Year from Carroll Electric



**Our Crews**

**Are Working**

**to Serve You**

Help us keep them safe

my co-op

To provide excellent service and keep our crews as safe as possible, please help us with the following:

- At a job site, do not stop to ask crews what they are working on or when power might be restored. Crew members need to give the repairs their full attention to ensure safety. Asking them questions can divert their attention and increase the amount of time it takes for the issue to be resolved.
- When driving by a utility truck (or any roadside vehicle with flashing lights), please move over and give them space. In a work zone, follow all signage, including speed limits. Drivers who travel through a work zone too fast can endanger workers on the ground and up in the bucket.
- If one of our employees is in your yard or on an easement to address service issues, be sure to secure your dogs. Please keep meters and padmount transformers (green boxes) free from obstructions.

Please be patient as we work on an outage or other issues. Safety is our top priority, for you and for our employees.

Learn more:

**Safe  
Electricity.org<sup>®</sup>**