





# MIDWEST ENERGY CUSTOMERS CARE Heating Assistance Program

To Download a Midwest Energy Customers Care Application  
Please Visit Our Website At:

<https://centralusa.salvationarmy.org/mokan/utility-assistance>

Or Call 816-756-5392 Option #3 To Have An Application Mailed To You

## Midwest Energy - Customers Care Program Guidelines

1. Applicant must be a **Midwest Energy Company** customer
2. Applicant must be a permanent resident of the home for which the application is tendered
3. The utility bill must be in the applicant's name, **NO LANDLORDS MAY APPLY**
4. Assistance is subject to funding availability, completion of an application does not guarantee approval
5. Assistance is available one time per program period, **November 1 through August 31**
6. Applications and supporting documents must be submitted to:

**The Salvation Army  
P.O. Box 412577  
Kansas City, MO 64141**

**PLEASE INCLUDE THE FOLLOWING DOCUMENTS WITH YOUR APPLICATION  
MISSING DOCUMENTS WILL DELAY APPROVAL  
PLEASE DO NOT SEND ORIGINALS AS THEY WILL NOT BE RETURNED**

**Checklist:**

- I have answered all questions, **signed and dated** the Application
- I have included a photocopy of state issued **Photo ID**
- I have included a photocopy of my **bill** or **disconnect notice** with account number in my name
- I have included income documentation showing **proof of income** for all household members

**MIDWEST ENERGY CUSTOMERS CARE INCOME GUIDELINES  
200% of Federal Poverty Guidelines – February 2021**

SIZE OF FAMILY	ANNUAL INCOME	MONTHLY INCOME
1	\$25,760	\$2,147
2	\$34,840	2,903
3	\$43,920	\$3,660
4	\$53,000	\$4,417
5	\$62,080	\$5,173
6	\$71,160	\$5,930
7	\$80,240	\$6,687
8	\$89,320	\$7,443
For each additional family member; please add	\$9,080	\$756

**Please allow 10 - 15 business days to receive notification of approval or denial.**