

NEED HELP WITH YOUR UTILITY BILLS?



THAW CUSTOMER ASSISTANCE DAY (CAD)

Virtual / Phone CAD: Wednesday, November 1, 2023

In-Person CAD: Thursday, November 2, 2023, 9am-4pm at
Considine Recreation Center, 8904 Woodward Ave, Detroit*

**You must make an appointment for both virtual and in-person CAD*

To Schedule an Appointment:

Call 800-866-THAW (8429)

or Visit

<https://tinyurl.com/thawcad>

Services Provided

- Financial Assistance with Electric, Water and Heat, including deliverable fuels
- Affordable Payment Plans
- One-time Payment and Copay Assistance
- Affordable Payment Plan Subsidy
- State Emergency Relief (SER) Navigator Assistance

Please have the following information ready for your appointment:

- Copy of Utility Bill
- Applicant's Social Security card and social security number for all household members
- Applicant's Driver's License or State ID
- Proof of Residency (Water Bill Assistance)
- Your SER Approved Decision Notice from MDHHS in Account Holder's name or a resident of the home (MEAP Assistance only)