

Customer Assistance Fund (CAF) Update for Salvation Army Indiana Division

Thank you for applying for assistance through CenterPoint Energy's Customer Assistance Fund (CAF). CenterPoint remains committed to helping customers manage their energy costs through a variety of assistance programs and resources.

Funding for the CAF has been fully allocated for the 2024-2025 heating season. However, additional CAF assistance will be available again later this year for the 2025 cooling season, with details to be shared closer to the application period. In the meantime, CenterPoint remains committed to helping customers with their energy costs and encourages customers to explore the additional assistance options that still remain available for those in need of support.

Additional assistance programs

Customers seeking assistance can explore the following programs:

- **Low-Income Home Energy Assistance Program (LIHEAP)** – Provides financial assistance to income-eligible households and is available through April 14.
- **Universal Service Fund (USF)** – Helps natural gas customers that have received LIHEAP save 16-32% on their bills from December 1 to May 31.
- **CenterPoint Energy assistance programs (*for natural gas customers*):**
 - **Fall Turn-On Program** – Helps eligible natural gas customers restore service with up to \$200 in assistance.
 - **Keep Service On Program** – Beginning March 11, provides up to \$200 to help eligible natural gas customers maintain their service.
- **Township trustee assistance** – Available year-round, with eligibility and support levels determined by local trustee offices.

For additional resources, customers can dial 211 to connect with local assistance programs.

For more information, visit [CenterPointEnergy.com/CAF](https://www.CenterPointEnergy.com/CAF).