

# UTILITY BILLING FINANCIAL ASSISTANCE RESOURCES

## CAP-HC (Community Action Partnership of Hennepin County)

The Triad Building - 7101 Northland Circle N, Suite 123, Brooklyn Park Phone: 952-930-3541

You can apply online (see below) or in person at the address listed above.

Hours: Monday-Friday; 8:00am – 4:00pm

Website: <https://caphennepin.org/>

Email: [water@caphennepin.org](mailto:water@caphennepin.org)

**FOR INFORMATION AND TO APPLY:** <https://caphennepin.org/water-assistance/>

### **Water Assistance Program**

Community Action Partnership of Hennepin County's (CAP-HC's) Water Assistance Program can help you pay your past-due water bill and related charges. If you are an eligible applicant, you may receive a grant up to \$750 paid directly to your water provider to reduce expenses.

Applicants can only apply for CAP-HC's Water program once every 24 months. Application processing time can take up to 60 days to complete (depending upon volume of applicants received).

INCOME ELIGIBILITY REQUIREMENTS		
HOUSEHOLD SIZE	MAXIMUM MONTHLY GROSS INCOME*	MAXIMUM ANNUAL GROSS INCOME*
1	\$2,608.33	\$31,300
2	\$3,525.00	\$42,300
3	\$4,441.67	\$53,300
4	\$5,358.33	\$64,300
5	\$6,275.00	\$75,300
6	\$7,191.67	\$86,300
7	\$8,108.33	\$97,300
8	\$9,025.00	\$108,300

\*Gross income — total earnings before taxes and other deductions

## CEAP (Community Emergency Assistance Program)

7051 Brooklyn Blvd, Brooklyn Center Phone: 763-566-9600

Hours: Monday – Thursday: 8:00am – 4:30pm; Friday: 8:00am – 1:00pm

Website: <https://www.ceap.org/>

### **Housing Assistance**

Help applying for MN benefits, food and energy assistance. Call to schedule an appointment. Walk-ins available Monday-Friday 8:00-4:00pm.

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## Hennepin County

Phone: 612-569-1900      844-803-8466      Hours: M-F; 9:00am to 3:00pm

Website: <https://www.hennepin.us/residents/human-services/emergency-assistance>

### Emergency Programs:

Services may include: Emergency temporary shelter, help with housing costs (like rent, damage deposits, home repairs and utility bills). Foreclosure prevention, moving expenses and transportation to relocate. Extra food support for people on special diets.

## MN Commerce Dept – MN Energy Assistance

Energy Information: 800-657-3710

Website :<https://mn.gov/commerce/energy/consumer-assistance/energy-assistance-program>

### How does the program work?

Payments for energy bills are sent directly to the household's energy company or to a provider of fuel like propane, fuel oil or wood. Initial benefits average \$500 per household and can be up to \$1,400, depending on household income and fuel costs.

Minnesota's Energy Assistance Program is federally funded and administered by the Department of Commerce, which works with [local service providers](#) throughout the state.

**The deadline to apply for Energy Assistance during the winter of 2024-2025 is May 31, 2025.**



## NW Family Service Center (Hennepin County Human Services)

7051 Brooklyn Blvd, Brooklyn Center      Phone:612-596-1300      Emergency Assistance: 612-596-1900

Hours: Monday – Friday: 9:00am – 3:00pm

Website:<https://www.hennepin.us/residents/human-services/cash-assistance>

### Services

Hennepin County offers: Medical Assistance/MNSURE, food support, cash assistance, emergency assistance, day care assistance and shelter to individuals and families that are residents of Hennepin County. The type of assistance received depends on life circumstances, family size/type and other factors.

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## Salvation Army

10011 Noble Parkway, Brooklyn Park, MN Phone: 763-425-0517

Hours: Monday-Friday: 8:30am – 12:00pm and 1:00pm – 4:30pm

Website: <https://centralusa.salvationarmy.org/northern/BrooklynPark/>

### HeatShare Program

HeatShare program is offered at most Salvation Army centers in Minnesota and can pay your utility bill once you have a shut-off notice in hand. Call the HeatShare hotline at [1-800-842-7279](tel:1-800-842-7279) for immediate help. Find out if you qualify and get HeatShare program details:

[HeatShare Program - Northern Division \(salvationarmy.org\)](https://salvationarmy.org/HeatShare-Program-Northern-Division)

### Gas Affordability Program

The Salvation Army is an administrator for the Gas Affordability Program (GAP) that provides qualifying customers of Minnesota utility companies with gas bill assistance.

## United Way

404 South Eighth Street, Minneapolis Phone: 612-340-7400 (or dial 211)

Hours: Monday – Friday: 8:00am – 5:00pm Website: <https://www.gtcuw.org/> -

**211 resource Helpline:** <https://www.gtcuw.org/get-assistance/211-resource-helpline/>

Through our free 211 Resource Helpline, we act as a bridge, providing confidential information and referrals to statewide resources and services to ensure people have their basic needs met at any time, day or night.

### Services

Utility assistance, food, housing, transportation, healthcare, etc.

Si usted necesita esta información en español: 763-424-8000. Yog xav tau kev pab, thov hu rau 763-424-8000 lawv mam li nrhiav ib tus neeg txhais lus rau koj. If you need this information in another language or alternative format, email [access@brooklynpark.org](mailto:access@brooklynpark.org) or call 763-424-8000.

***NOTE: Information shared in this document was taken from the websites noted above as of 7/25/25 and is subject to change at the discretion of the website owner.***