



KEEPING THE LIGHTS ON, TOGETHER

Cherryland's got your back! We've compiled resources to help you stay on track. Just reach out, and we'll do our best to help point you in the right direction.



ASSISTANCE FROM LOCAL RESOURCES

If you need a little help in addition to the SER or MEAP assistance, there are many local agencies that may be able to help. While each organization sets their own standard to qualify, many offer support for electric bills.

Below are a few organizations that may be able to help:

Salvation Army by County:

Benzie, Leelanau and Grand Traverse:

231-946-4644

Manistee: 231-843-3711

Kalkaska and Wexford: 231-775-7131

Father Fred: (231) 947-2055

Financial assistance may be available for essential needs, such as utilities, for those who qualify.

Michigan Veterans Trust Fund: 1-800-642-4838

Assistance may be available to members who are veterans facing a financial emergency or hardship.

United Way: 2-1-1

Assistance may be available for utility bills, budgeting,

True North: (231) 355-5880

Help members find assistance and other resources.

St. Vincent de Paul: 231-947-8466

Assistance may be available to members.

Grand Traverse Commission On Aging: 231-922-4688

Assistance may be available to seniors in Grand Traverse County.

Grand Traverse Band of Ottawa and Chippewa Indians: (231) 534-7910

Assistance may be available to tribal members who are income eligible.

Five-Cap: 231-723-837

Assistance may be available to members in Manistee County.

Leelanau County Senior Services: 231-256-8121

Assistance may be available to seniors in Leelanau County.

Benzie Senior Services: 231-525-0600

Assistance may be available to seniors in Benzie County.

Kalkaska Area Interfaith Resources (KAIR) 231-258-0060

Assistance may be available to members in Kalkaska County.

Benzie Area Christian Neighbors (BACN): (231) 882-9544

Assistance may be available to members in Benzie County and northern Manistee County.

Leelanau Christian Neighbors (LCN): (231) 994-2271

Assistance may be available to members in Leelanau County.

Love Inc.: (231) 779-1888

Assistance may be available to members in Wexford County.

Echo His Love: (231) 723-6613

Assistance may be available to members in Manistee and Benzie counties.

Veterans Affairs Offices by County:

Benzie: 231-882-0034

Manistee: 231-299-1414

Grand Traverse: 231-995-6070

Kalkaska: 231-258-3370

Wexford: 231-775-6654

Contact Us



231-486-9200



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KEEPING THE LIGHTS ON, TOGETHER

Cherryland's got your back! We've got programs and resources to help you stay on track. Just reach out, and we'll do our best to lend a hand with one of the programs below.



PAYMENT ARRANGEMENTS:

If you've fallen behind on your bills, just give us a call to see if you're eligible for a payment arrangement.

TIME OF USE RATE:

This optional rate gives you the control to save by choosing when you use electricity.

BUDGET BILLING:

With budget billing, your electric bill won't surprise you each month, no matter what Mother Nature throws our way. We figure out your payment by looking at your last year's energy use at home. To get started with budget billing, we'll need a year's worth of billing history. Members with past due accounts do not qualify.

WINTER PROTECTION PROGRAM:

This program is designed to support low-income members and seniors during the heating season (November 1–March 31). While you still have to pay your bill, the program gives you extra time and protects eligible members from shutoff during the winter months.

To qualify members must fit one of the following categories:

- **Low-income:** Members must have used up all state and federally funded utility assistance options. Participating members are required to pay at least 7% of their estimated annual bill during the heating season.
- **Senior Citizens:** Members over the age of 65 won't have to worry about being disconnected during the winter months. But it's a good idea to chip away at that bill when you can, so it doesn't pile up. Members are responsible for making the cooperative aware of age, proof may be required.

MEDICAL EMERGENCY PROTECTION:

The cooperative can hold off on cutting off your service for 21 days, with a note from your doctor. The note should say what medical condition you have, any life-support equipment you're using, who's getting the care, and where you need the electricity. If you need more time, just get another note from the doctor. But keep in mind, you can only do this three times a year.

MILITARY PROTECTION:

If you're full-time active duty and find yourself shipped overseas due to a war or some kind of conflict, or even if you're stationed stateside for a national or state emergency; we won't cut off your service for 90 days, after you notify us. We thank you for your service.

For additional information on these programs and resources, visit our website at cherrylandelectric.coop or call us at (231) 486-9200.