

info & updates

August utility bill insert

ATTENTION: Residents with special needs + hurricane season

City of Winter Park Medical Essential Service Program

This program provides its electric utility customers that meet specific criteria with:

1. Limited extension of time to pay utility bills.
2. Special notification* prior to disconnection of service for non-payment to allow customer to secure funds or

make necessary arrangements. [*Outages due to natural disasters are unexpected, no prior notifications can be provided].

For more information, please access cityofwinterpark.org/MedicalEssentialService.

Orange County People with Special Needs Program

During periods of evacuation or emergency, if you or a family member require evacuation and/or sheltering assistance due to physical, mental or cognitive impairments, or sensory disabilities, it is important that you are aware of the Orange County People with Special Needs Program [PSN].

Who is eligible?

Any Orange County resident who meets the established eligibility criteria may register. Registrants need to update their information annually or as the registrant's needs change. Registrants that do not update their information annually will be placed in an inactive status.

How do you register?

1. Access snr.flhealthresponse.com [Florida Department of Emergency Management]
2. Access orangecountyfl.net [Orange County Government]
3. Contact [407-836-9319](tel:407-836-9319) to request the form for the Orange County People with Special Needs Program.
4. Contact [407-836-9140](tel:407-836-9140) to request the form from the Orange County Office of Emergency Management.
5. Ask your home healthcare agency, hospice agency, medical equipment supplier or senior social service agency to register you.

* Information collected during the registration process is confidential by law and can only be given to emergency responders who may provide for the registrant's needs during an emergency.

please note Registration with the city's or county's special needs programs **DOES NOT:**

- offer you uninterrupted utility service
- exempt you from payment of electric bills
- make your property a higher priority for restoration

Anyone on life support systems should **make arrangements in advance** to move to a location where their needs can be met.

Shelters

Orange County provides hurricane and storm emergency shelters as part of its comprehensive response to help individuals, families and communities respond to and recover from disasters. In the event of a storm, shelters will be opened as deemed necessary. Residents are asked to **call 311** if they require special-needs sheltering or transportation.

Preparedness Guide

More information about what to expect and how to stay prepared ahead of a hurricane is available in the city's Hurricane Preparedness Guide accessed at cityofwinterpark.org/hurricanes.

RESIDENTIAL ASSISTANCE PROGRAMS

SNAP/Fresh Access Bucks [FAB]

- accepted @ farmers' markets + produce stands + mobile markets + Community Supported Agriculture (CSAs) + community grocery outlets.
- FAB doubles a SNAP purchase [up to \$40 per day] & is accepted @ the city's Saturday Farmers' Market.

access more info & a full list of locations that accept FAB @ feedingflorida.org

Emergency Utility Assistance Program

- created for customers experiencing a temporary financial hardship as a result of an emergency.
- maximum of \$650 in a one-year period per household.

more info @ [407-599-3220](tel:407-599-3220) or customer_service@cityofwinterpark.org

Home Energy Use Audit

- electric utility customers can schedule a FREE home energy use audit to help identify energy conservation measures for their home.

Residential Electric & Water Customer Rebates

- to encourage conservation measures to your home, the city offers rebates for:
 - » electric leaf blowers
 - » duct system repairs
 - » attic insulation upgrades
 - » high-efficiency toilets
 - » high-efficiency washing machines
 - » smart irrigation controllers

find qualifications & eligibility + access the program apps @ cityofwinterpark.org/rebates

Home Renovation Program

- the Community Redevelopment Agency (CRA) offers a forgivable zero-interest loan program.
- loans can be used to improve the health & safety of city residents + correct hazardous & substandard conditions + improve disabled access + conserve energy + make upgrades to structural systems

Residential Driveway & Paint Programs

- residents living within the CRA district may apply for up to \$3,000 for:
 - » installation of a new or replacement &/or repair of existing driveway
 - » professional contractors to apply new exterior paint to their homes

access eligibility qualifications & program apps @ cityofwinterpark.org/cra-programs

Inflation Reduction Act

- U.S. citizens can receive tax credits for energy efficiency upgrades such as:
 - » electric vehicles [up to \$7,500 for new & up to \$4,000 for used]
 - » rooftop solar [30% of cost]
 - » upgrades for windows + doors + insulation + HVAC + heat pumps + water heaters [30% of cost]

access complete info & qualifications @ cleanenergy.gov

Solar and Energy Loan Fund [SELF]

- low-interest rate home improvement loans for solar products + sewer & water + storm resilience projects + roofing + weatherization + lighting + air conditioning & more

access more info @ solarenergyloanfund.org