## **Tel-Assistance/ LIFELINE**

Through Tel-Assistance/Lifeline, telephone companies offer reduced basic service to eligible low-income elderly and disabled customers. The Division of Family Assistance issues applications to eligible recipients and provides ongoing eligibility information to the telephone companies and informs them when customers are no longer eligible for Tel-Assistance. This is handled centrally by the Division of Family Assistance. The Tel-Assistance/Lifeline

Program is a telephone service that provides a monthly benefit on home or wireless phone and broadband service to eligible households. This benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household, home or wireless, but not both. Please contact the Bureau for Children and Families (Division of Family Assistance DFA) for an application at 304-558-0628 or online at www.dhhr. wv.gov. Completed applications must be sent to your telephone company for approval.

## Other Utility Assistance programs

These organizations may also be able to assist with utility assistance in emergency situations:

- Catholic Charities: Kanawha County, 1116 Kanawha Blvd E, Charleston, WV 25301; phone: 304-380-0162; Cabell County, 901 5th Ave, Huntington, WV 25701 304-650-3514.
- Heart and Hand: South Charleston, 212 D Street South Charleston, WV 25303; 304-744-6741
- Putnam County: Winfield United Methodist Church, 20 Radwin Drive, Winfield, WV 25213; 304-543-8770

- Mtn Mission: 3631 7th Ave., Charleston, WV 25387; 304-720-7391
- Salvation Army: Kanawha County, 301 Tennessee Ave., Charleston, WV 25302, 304-343-4548; Cabell County, 1227 3rd Ave., Huntington, WV 25701, 304-529-2401; Logan County, 9 Commerce Park Road, Chapmanville, WV 25508, 304-310-4262
- Information and Referral: 304-528-5660 or search I&R database topics at http://services. cabell.lib.wv.us/
- You may also contact the WV ADRC (Aging and Disability Resource Center) to explore other possible resources.

