

# You Can Lower Your Utility Bills

2024-2025 HEATING SEASON



## Need Help with Your Utility Bills?

The Utility Bill Help program is referring income-qualified Colorado residents to assistance programs that help pay utility bills for the 2024-2025 heating season. If qualified, customers are referred to their utility's assistance program for final benefit determination. Benefits can limit home natural gas and electric bills to a maximum of 6% of monthly income.

You may qualify for the Utility Bill Help program if you meet the following two requirements:

- You are a customer of Atmos Energy, Black Hills Energy, Colorado Natural Gas, or Xcel Energy
- You are currently receiving state or government benefits including SNAP, AND, Medicaid, CHP+, WIC, TANF, or SSI.

Customers that meet the above requirements and have been denied LEAP may still be eligible for assistance and are encouraged to apply.



To learn more or apply for benefits, visit:  
<https://puc.colorado.gov/utilitybillhelp>



**COLORADO**  
Public Utilities Commission  
Department of  
Regulatory Agencies

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# Utility Bill Help Program - Energy Affordability for All 2024-2025 HEATING SEASON



## About the Program

In the winter of 2023, energy bills were driven to new highs because of a convergence of high natural gas prices, a deeply cold winter, and costs from extreme weather events.

In response to high bills, Governor Polis directed the Colorado Public Utilities Commission (PUC) to take further steps to address energy bill affordability. The state legislature also passed Senate Bill 23-291, which added new requirements on utilities to reduce customer bills.

As a result of these actions, a series of efforts are underway, including reducing gas price volatility impacts, expanding energy bill assistance access and funding approving reduced medical exemption rates for qualifying customers, passing and implementing legislation, and preparing for federal investments through tax credits and rebates. The Utility Bill Help Program is one of these efforts.

## What benefits come from the Utility Bill Help program?

The Utility Bill Help program refers eligible customers to energy affordability programs offered through certain utility companies. If qualified, customers who are determined eligible with their utility, may receive benefits that limit their total electric and natural gas bills to no more than 6% of monthly income. These benefits are fixed monthly credits on a customer's bill.

## What utility companies participate in this program?

Atmos Energy, Black Hills Energy, Colorado Natural Gas, and Xcel Energy.

## What if customers receive service from a co-op, municipal-owned utility, or other utility?

The Low-Income Energy Assistance Program (LEAP) is available for all Colorado residents, regardless of utility. Residents who are not customers of Atmos Energy, Black Hills Energy, Colorado Natural Gas, or Xcel Energy, should contact their provider directly to determine if additional energy assistance is available.

## What agency is running the Utility Bill Help program?

Applications are received through the PUC for the 2024-2025 heating season, but all benefits are provided through energy affordability programs run by Atmos Energy, Black Hills Energy, Colorado Natural Gas, and Xcel Energy.



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