



News from the Shelby County Mayor's Office
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All news releases can be seen at www.shelbycountyttn.gov in the News Listing

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Shelby County Government Simplifies Process for Utility Assistance

People who need help from Shelby County Government to pay their utility bills now have a more convenient way to apply for assistance.

Individualized appointments will be scheduled for the Low Income Home Energy Assistance Program (LIHEAP) and Crisis Utility Assistance services.

“We continue to look for more efficient ways to serve the public. Having appointment times for utility assistance will alleviate long wait times,” said Shelby County Mayor Mark H. Luttrell, Jr.

Citizens who need utility assistance are urged to call (901) 222-4280 or (4281) for an appointment starting September 14th and continuing thru October 30th, 8:00 a.m. - 4:30 p.m., Monday thru Friday.

Other appointments will be taken December 14th – January 29th 2016, February 15th – March 25th and June 13th – July 29th. All sessions will be conducted at the Community Services Agency office at 3772 S. Hickory Ridge Mall, near Winchester at Hickory Hill.

Applicants must have several documents at the time of their session:

- Social Security cards for all household members
- A recent utility bill
- Proof of income for everyone 18 years or older in the household (check stubs, etc.)
- Photo identification of applicant

“Last year, Shelby County Government received 9 million dollars from the federal government to assist 27,540 households,” said Shelby County Community Services Director Martha Lott.

Citizens facing utility shut-offs must also meet at least one of the following conditions:

- Be at least 60 years old
- Disabled
- Have a child under 6 living at the home
- Have a documented family emergency

For those unable to go to the County's assistance center at the mall, applications can be mailed or printed on line at the Shelby County Government website www.shelbycountyttn.gov starting October 1st, 2015.

(End of Release)