



MULTI-SERVICE CENTER

**Providing help, hope,
and change since 1971**

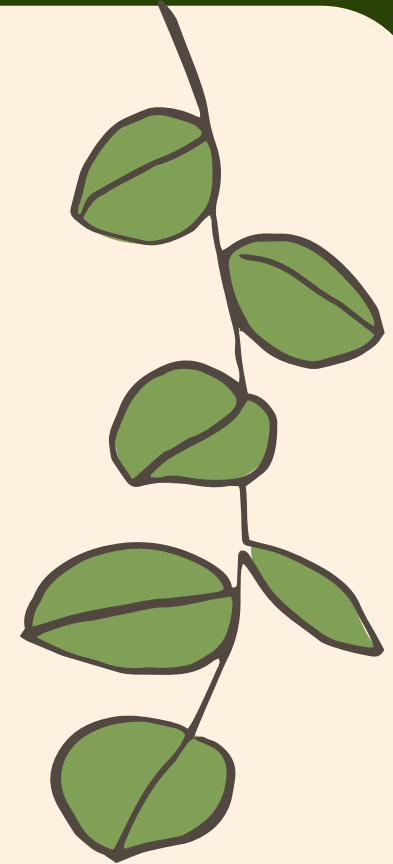
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WHO WE ARE

Multi-Service Center is a community action non-profit agency serving South King. It was founded in 1971 by a group of Federal Way residents who envisioned a one-stop umbrella organization that would house multiple services in one place.

At MSC, our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors.



ENERGY ASSISTANCE

1. Serving most areas in South King County – **INCLUDING FEDERAL WAY**
2. The new season just started recently. Funds are abundant!
3. Each household is eligible to receive assistance once a year
4. Assistance is provided on a first-come, first-served basis only and is dependent upon funding availability.
5. The level of assistance depends on the type of housing, household income and size, and energy home usage.



ENERGY ASSISTANCE

6. All assistance (electricity, gas, propane, wood, and oil) is provided in one appointment for energy assistance. You do not need to make multiple appointments.

7. Payments are made directly to service providers on behalf of households.

8. To receive energy assistance, you must meet either the LIHEAP and/or PSE Help income guidelines AND reside within our geographic service area



ENERGY ASSISTANCE ELIGIBLE ZIP CODE AREAS

98001 98038 98064 98002 98042 98070 98003 98047 98092 98010 98050

98106 South of Roxbury

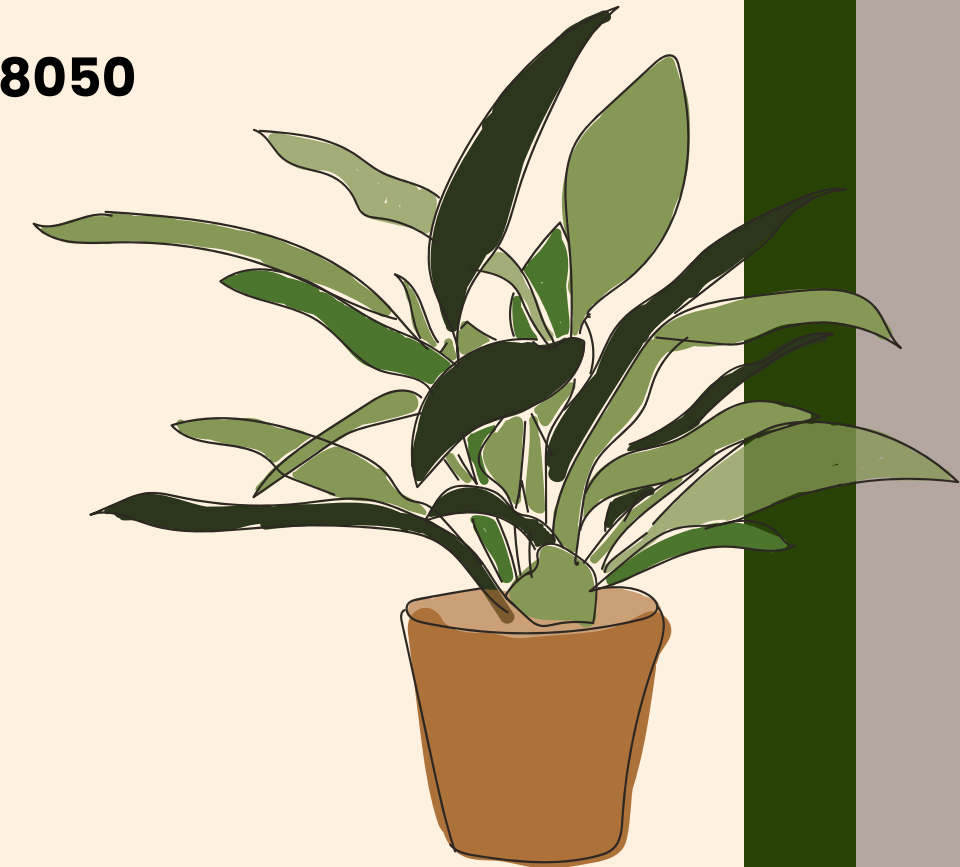
98013 98051 98146 98022 98054 98148 98023 98055

98158 98025 98056 98166 98057 98168 98030 98058

98178 outside Seattle city limits

98188 98031 98059 98198 98032 98063

98354 within King County



ENERGY ASSISTANCE UPDATED HOUSEHOLD INCOME REQUIREMENTS

Effective October 1, 2023, for 2023-24 program year:

**Gross Earned Income Less a 20% Deduction*

Household Size	Federal Requirements (LIHEAP) Average Monthly Income*	Local Requirements (PSE) Average Monthly Income*
1	\$1,823	\$5,888
2	\$2,465	\$6,729
3	\$3,108	\$7,571
4	\$3,750	\$8,408
5	\$4,393	\$9,083
6	\$5,035	\$9,754
7	\$5,678	\$10,429
8	\$6,320	\$11,100
9	\$6,963	\$11,775
10	\$7,605	\$12,446



Scheduling Appointment for Energy Assistance

There are two ways to schedule an appointment:

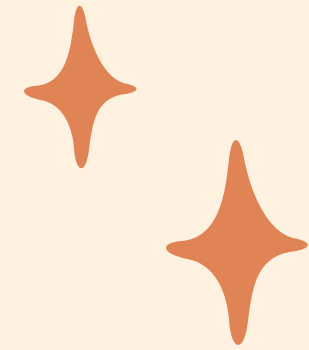
1.

24/7 Online appointment scheduler:

<https://msc.itfrontdesk.com/>

2. 24/7 Appointment line: 253-517-2263. When customers call, have them listen carefully and have a pen and paper available.

If it is challenging to make an appointment online, families can also apply at PSE's website at <https://www.pse.com/en/account-and-billing/assistance-programs/HELP>





**A WARM
THANK YOU
TO ALL OF YOU!**