

## LOW INCOME HOME ENERGY ASSISTANCE FAQ FY2020

### **What is LIHEAP and how can LIHEAP help me?**

LIHEAP, which stands for Low Income Home Energy Assistance Program, is a federal program that helps low income households pay for heating or cooling their homes. This program will help you pay your energy bill for heating or cooling your home.

### **I have applied and received LIHEAP heating assistance this program year. Can I still apply for LIHEAP cooling assistance?**

Yes, each household is eligible to apply for one heating per program year.

### **Will LIHEAP pay for my whole utility bill?**

Your benefit amount is determined by your household size, income, and if there are seniors present in the home. For the heating program, eligible households will receive \$350.00 or \$400.00 toward their energy costs.

### **Will I still be able to apply for heating assistance after March 31, 2020?**

No, heating assistance will end on March 31, 2020 and cooling assistance will begin on April 1, 2020 with the medically homebound and elderly 65 years of age and older. The general population will be served beginning May 1 for the cooling program.

### **Can I complete a heating assistance application online?**

No, you must go to the local Community Action Agency that covers your county to apply for heating benefits.

### **What do I need to bring to the appointment?**

You will need to check with your local Community Action Agency for the information needed for the intake process. Examples of information needed will include: picture identification, social security cards for each member in the household, proof of income for the past 30 days, current heating bill, etc.

### **Can LIHEAP help with my water bill?**

No, LIHEAP assistance can only be used for energy services.

### **How long will it take to get my benefits if I am eligible?**

There are different processes for each Community Action Agency. You must continue to pay your bill while the agency is processing your application.

### **What is the application process for LIHEAP assistance?**

You will need to contact your local Community Action Agency to schedule an **Intake Appointment** to complete the application. Once the application process is completed

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the agency will inform you if you are eligible for the benefit. Again, continue to pay your bill to avoid any disconnection while your application is in process.

### **If I live in one county, can I go to another county to complete my application?**

No, you must complete your application in the county where you live.

### **How do I know if I am eligible for the LIHEAP Program?**

Basic consideration is:

1. Have a total gross income at or below 60% of the State Median Income Guidelines for Georgia
2. Be responsible for paying the cost of energy for the household or be able to verify an energy burden
3. Be a US citizen or lawfully admitted immigrant

### **Where do I apply for LIHEAP assistance?**

You must contact your local Community Action Agency to schedule an appointment to complete a LIHEAP application.

