



## Low-Income Home Energy Assistance Program (LIHEAP) Frequently Asked Questions (FAQs)

### 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 cooling assistance this program year. Can I still apply for LIHEAP heating assistance?

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

### I was denied LIHEAP cooling assistance this program year. Am I eligible for LIHEAP heating assistance?

LIHEAP heating and cooling assistance adhere to the same eligibility guidelines. You will need to contact your local community action agency to determine eligibility for assistance.

### 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 a stipend toward their energy costs.

### How soon can I apply for heating assistance?

You will need to contact your local Community Action Agency to determine the date that you will be able to apply for heating assistance. Elderly and medically homebound applicants will have a priority period the first month of implementation. All other eligible customers will be allowed to apply the month following the priority period.

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

No, all energy assistance applicants must contact the local Community Action Agency that serves the county in which the customer resides.

### What do I need for 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 electric bill and heating bill, etc.

### Can LIHEAP help with my water bill?

No, LIHEAP assistance can only be used for heating or cooling. Community Action Agencies may have additional resources – including the Low-Income Household Water Assistance Program (LIHWAP) being made available as a pandemic response. Inquire individually with the agency in your community.

### 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 complete, 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 with the Community Action Agency assigned to 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. **Local Georgia Community Action Agencies can be found online at <http://www.georgiacaa.org>.**

