

YOUR FREE GUIDE TO
LIHEAP

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM



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While we are not affiliated with the government in any way, nor are we providing legal advice, our team of writers have researched the U.S. Low Income Home Energy Assistance Program to create this guide to assist consumers.

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COVID-19 and LIHEAP

In response to the COVID-19 pandemic, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act into law. The law provides \$900 million in additional funding for the Low Income Home Energy Assistance Program (LIHEAP) to help Americans struggling to pay their utility bills.

The additional funds are available through September 2021. The funding is divided among the 50 states, the District of Columbia, the five U.S. territories and American tribes and tribal organizations.

States, territories and tribes can use funds to help residents with heating, cooling, energy emergencies, weatherization assistance, as well as administrative costs to run the program. Additionally, some locations have extended their application deadlines to allow more residents to access the program.

Office Closings Due to COVID-19

To further prevent the spread of COVID-19 and limit in-person contact, many offices are closed throughout the country. However, many locations are permitting online applications and installing drop boxes at offices so program participants can drop off paper applications. Refer to the table “State and Territory LIHEAP Contact Information” on [page 9](#) of this guide to find contact information for your nearest LIHEAP office.

Stimulus Checks and LIHEAP Income Eligibility

Supplemental payments from the CARES Act, also referred to as stimulus checks, are not considered as income when determining an applicant’s LIHEAP eligibility. The first payment, sent out in April 2020, was up to \$1,200 for qualifying individuals with an additional \$500 for their dependent children younger than 17. Any approved future stimulus checks may be for different amounts.

Utility Disconnection Suspensions

Several locations have suspended utility disconnections during the COVID-19 pandemic. Contact your local LIHEAP office to inquire about active utility disconnection suspensions. Refer to the table “State and Territory LIHEAP Contact Information” on [page 9](#) to find your LIHEAP office’s contact information.



What is the Low Income Home Energy Assistance Program (LIHEAP)?

The **Low Income Home Energy Assistance Program** (LIHEAP) helps low-income families and individuals pay their utility bills. This federal benefits program is operated separately in each state, U.S. territory and Native American tribes. The LIHEAP program may have a different name depending on the state or territory. Specific services and benefits also vary in each location depending on climate or region, fuel needs and home type.

LIHEAP provides both emergency and non-emergency assistance to qualified applicants. Through the program, residents receive help paying their energy bills. They may even qualify for the Weatherization Assistance Program (WAP), which is a sister program that provides services designed to improve a home's energy efficiency.

For a more detailed description of LIHEAP benefits, refer to the section "LIHEAP Benefits" on [page 25](#) of this guide.

Eligibility for LIHEAP depends on household size and income, citizenship, residency and energy needs. Non-citizens may also be eligible for the program as long as they can prove their status as a qualified alien or permanent resident of the U.S.

Most states, territories and tribal agencies distribute LIHEAP funds on a first-come, first-served basis. Once a location runs out of funding for the program, it will close and applications will no longer be accepted.

Anyone interested in LIHEAP must apply with their state, territory or tribe's local agency. Depending on location, individuals may be able to apply in one or more of the following ways:

- Online
- In person
- By mail
- By phone
- By fax
- By email

For more information on how to apply for the program, refer to the table "How to Apply for LIHEAP in Each State and Territory" on [page 59](#) of this guide.

Basic LIHEAP Eligibility

All 50 states, the District of Columbia, over 150 tribes and tribal organizations and the US Territories Guam, American Samoa, Northern Mariana Islands, Puerto Rico and the US Virgin Islands receive LIHEAP grants each year. Applicants in each location must meet the following requirements:

- Income maximum
- Residency
- Citizenship
- Assets limit (in some locations)

Alternatively, applicants who already receive another form of government assistance may automatically qualify for LIHEAP assistance. This is known as "categorical" eligibility.

Eligibility for LIHEAP is primarily based on household income. The income requirements vary by location based on the cost of living in the area and the size of the household. Under federal law, applicants must have incomes at or below 150 percent of the federal poverty level (FPL). However, the FPL income maximum may be higher in states where 60 percent of the median income is higher than 150 percent of the FPL. Some states and territories use 60 percent of the state's median income to determine eligibility.

No matter what the location uses as the maximum income level, the limit will depend on the size of the household. For a breakdown of maximum income levels by household size in each state and territory, refer to the "Income Guidelines" section on [page 16](#) of this guide.

Federal LIHEAP Contact Information

While each state, territory and tribal council oversees each individual program, there is a federal LIHEAP office that oversees the entire program.

Mailing address:

Low Income Home Energy Assistance Program (LIHEAP)
HHS, Administration For Children and Families
Office of Community Services, Division of Energy Assistance
Mary E. Switzer Building, 5th Floor West
330 C Street, SW
Washington, D.C. 20201

Phone Number: (202) 401-9351

Fax Number: (202) 401-5661

State and Territory LIHEAP Contact Information

State/Territory	Program Name	Phone Number	Office Directory
Alabama	Low-Income Home Energy Assistance Program (LIHEAP)	334-242-4909	https://adeca.alabama.gov/Divisions/energy/liap/Documents/LIHEAP%20map.pdf
Alaska	Heating Assistance Program (HAP)	800-470-3058 907-465-3058 (Juneau)	http://dhss.alaska.gov/dpa/Pages/contacts.aspx
American Samoa	Low-Income Home Energy Assistance Program (LIHEAP)	684-699-1101 or 1102	
Arizona	Utility Assistance Program	See office directory	https://des.az.gov/services/basic-needs/community-action-agencies
Arkansas	Low Income Home Energy Assistance Program (LIHEAP)	501-682-0977	https://humanservices.arkansas.gov/images/uploads/dco/CommunityActionAgencies2020.pdf
California	Low Income Home Energy Assistance Program (LIHEAP)	866-675-6623	https://www.csd.ca.gov/Pages/FindServicesInYourArea.aspx
Colorado	Low-income Energy Assistance Program (LEAP)	866-432-8435	https://www.colorado.gov/pacific/cdhs/contact-your-county
Commonwealth of the Northern Mariana Islands (CNMI)	Low Income Home Energy Assistance Program (LIHEAP)	670-287-1475	http://www.dcca.gov.mp/contact/

State/Territory	Program Name	Phone Number	Office Directory
Connecticut	Connecticut Energy Assistance Program (CEAP)	800-842-1132 OR 2-1-1	http://www.cafca.org/our-network
Delaware	Delaware Energy Assistance Program (DEAP)	302-255-9875	https://www.dhss.delaware.gov/dhss/dssc/ofclocations.html
District of Columbia	Low Income Home Energy Assistance Program (LIHEAP)	202-535-2600 OR 3-1-1	https://dc.gov/agency/departement-energy-environment
Florida	Low Income Home Energy Assistance Program (LIHEAP)	Contact your local provider using the contact directory in the next column	https://floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/contact-your-local-liheap-provider-for-help
Georgia	Energy Assistance Program (EAP)	404-656-2323	https://dfcs.georgia.gov/locations
Guam	Weatherization Assistance Program	671-646-4361	http://energy.guam.gov/
Hawaii	Low Income Home Energy Assistance Program (LIHEAP)	855-643-1643	https://humanservices.hawaii.gov/wp-content/uploads/2020/05/LIHEAP-Application-Cover-Letter-2020-1.pdf
Idaho	Low Income Home Energy Assistance Program (LIHEAP)	877-456-1233	https://www.capai.org/liheap
Illinois	Low Income Home Energy Assistance Program (LIHEAP)	877-411-9276	https://www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/CommunityActionAgencies/Pages/default.aspx

State/Territory	Program Name	Phone Number	Office Directory
Indiana	Low Income Home Energy Assistance Program (EAP)	800-872-0371 OR 2-1-1 for immediate / emergency assistance	https://www.in.gov/ihcda/files/Local%20Intake%20Sites%20by%20County%202019-2020.pdf
Iowa	Low Income Home Energy Assistance Program (LIHEAP)	515-242-5655 OR 2-1-1	https://humanrights.iowa.gov/dcaa/where-apply
Kansas	Low Income Energy Assistance Program (LIEAP)	888-432-0043	http://www.dcf.ks.gov/services/Pages/DCFOfficeLocatorMap.aspx
Kentucky	Low Income Home Energy Assistance Program (LIHEAP)	800-456-3452	https://prd.webapps.chfs.ky.gov/Office_Phone/
Louisiana	Low Income Home Energy Assistance Program (LIHEAP)	225-763-8700	https://www.lhc.la.gov/hubfs/Document%20Libraries/Energy%20Assistance/LIHEAP_Provider_Directory_-_Revised%2006%2008%202020.pdf
Maine	Home Energy Assistance Program (HEAP)	877-544-3271	http://www.mainehousing.org/programs-services/energy/liheap-agency-contacts
Maryland	Maryland Energy Assistance Program (MEAP) for heating assistance Electric Universal Service Program (EUSP) for current electric bills Arrearage Retirement Assistance for large, past due electric and gas bills	800-332-6347	https://dhs.maryland.gov/office-of-home-energy-programs/local-home-energy-program-office/

State/Territory	Program Name	Phone Number	Office Directory
Massachusetts	Low Income Home Energy Assistance Program (LIHEAP)	800-632-8175	https://hedfuel.azurewebsites.net/
Michigan	Michigan Energy Assistance Program (MEAP)	800-292-9555 OR 2-1-1	https://www.michigan.gov/mdhhs/0,5885,7-339-73970_5461--,00.html
Minnesota	Energy Assistance Program (EAP)	1-800-657-3710	https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/eap-provider.jsp
Mississippi	Low Income Home Energy Assistance Program (LIHEAP)	800-421-0762 601-359-4500	https://www.mdhs.ms.gov/local-service-agency/
Missouri	Low Income Home Energy Assistance Program (LIHEAP)	855-373-4636	https://dss.mo.gov/fsd/energy-assistance/liheap-contractor-supplier-information/
Montana	Low Income Energy Assistance Program (LIEAP)	833-317-1080	https://dphhs.mt.gov/hcsd/energyassistance/lieapoffices https://dphhs.mt.gov/hcsd/energyassistance/lieapoffices#718048042-tribal-energy-assistance-offices
Nebraska	Low Income Home Energy Assistance Program (LIHEAP)	402-471-3121 (DHHS) 800-383-4278 (applications)	http://dhhs.ne.gov/Pages/Public-Assistance-Offices.aspx
Nevada	Energy Assistance Program (EAP)	2-1-1	https://dwss.nv.gov/Contact/Welfare/
New Hampshire	Electric Assistance Program (EAP)	Contact your local provider using the contact directory in the next column	https://www.nh.gov/osi/energy/programs/fuel-assistance/agencies.htm

State/Territory	Program Name	Phone Number	Office Directory
New Jersey	Low Income Home Energy Assistance Program (LIHEAP)	800-510-3102	https://www.nj.gov/dca/divisions/dhcr/offices/agencydirectorylist.html
New Mexico	Low Income Home Energy Assistance Program (LIHEAP)	800-283-4465	https://www.hsd.state.nm.us/LookingForAssistance/Field_Offices_1.aspx
New York	Home Energy Assistance Program (HEAP)	800-342-3009	https://otda.ny.gov/programs/heap/contacts/
North Carolina	Low-Income Energy Assistance Program (LIEAP)	800-662-7030	https://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices
North Dakota	Low Income Home Energy Assistance Program (LIHEAP)	800-755-2716	https://www.nd.gov/dhs/locations/countysocialserv/index.html
Ohio	Home Energy Assistance Program (HEAP)	800-282-0880	https://development.ohio.gov/is/is_heapssummer_prov.htm
Oklahoma	Low Income Home Energy Assistance Program (LIHEAP)	405-521-3444	http://www.okdhs.org/countyoffices/Pages/default.aspx
Oregon	Low Income Home Energy Assistance Program (LIHEAP)	Contact your local agency using the contact directory in the next column	https://www.oregon.gov/ohcs/energy-weatherization/Pages/utility-bill-payment-assistance.aspx
Pennsylvania	Low Income Home Energy Assistance Program (LIHEAP)	Contact your local agency using the contact directory in the next column	https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx

State/Territory	Program Name	Phone Number	Office Directory
Puerto Rico	Programa Subsidio de Energía	787-289-7600	https://spnavigation.respondcrm.com/AppViewer.html?q=https://311prkb.respondcrm.com/respondweb/Directorio%20de%20Agencia%20(ADSEF)/ADSEF-000-Directorio%20de%20Agencia.pdf
Rhode Island	Home Energy Assistance Program (HEAP)	855-697-4347	https://www.ricommunityaction.org/member-services/default.aspx
South Carolina	Low Income Home Energy Assistance Program (LIHEAP)	803-734-0662	http://oeo.sc.gov/help.html
South Dakota	Low Income Energy Assistance	605-773-3766 OR 800-233-8503	https://dss.sd.gov/findyourlocaloffice/
Tennessee	Low Income Home Energy Assistance Program (LIHEAP)	615-815-2042	https://thda.maps.arcgis.com/apps/MapSeries/index.html?appid=d8eaf5603b-c14aafa699d08c4d317e8d
Texas	Comprehensive Energy Assistance Program (CEAP)	877-399-8939 OR 877-541-7905	https://www.tdhca.state.tx.us/texans.htm
U.S. Virgin Islands	Energy Assistance Program (EAP)	St. Thomas: 340-774-0930 St. Croix: 340-718-2980 St. John: 340-776-6334	http://www.dhs.gov.vi/contact/index.html
Utah	Home Energy Assistance Target (HEAT) Program	866-205-4357 888-346-3162 (Spanish)	https://jobs.utah.gov/housing/scso/seal/offices.html
Vermont	Fuel Assistance	800-479-6151	https://dcf.vermont.gov/esd/contact-us/districts

State/Territory	Program Name	Phone Number	Office Directory
Virginia	Energy Assistance (EA)	855-635-4370	https://www.dss.virginia.gov/localagency/index.cgi
Washington	Low Income Home Energy Assistance Program (LIHEAP)	360-725-2857	https://fortress.wa.gov/com/liheapublic/map.aspx
West Virginia	Low Income Energy Assistance Program (LIEAP)	800-642-8589	https://dhhr.wv.gov/bcf/Pages/MapList.aspx
Wisconsin	Wisconsin Home Energy Assistance Program (WHEAP)	866-432-8947	http://homeenergyplus.wi.gov/section.asp?linkid=119&locid=25
Wyoming	Low Income Energy Assistance Program (LIEAP)	800-246-4221	https://dfs.wyo.gov/about/contact-us/

Tribal LIHEAP Contact Information

Currently, more than 150 tribes and tribal organizations participate in LIHEAP throughout the United States. Find a list of all participating tribes and corresponding contact information on the Office of Community Services' Tribal Contact Page here: <https://www.acf.hhs.gov/ocs/liheap-tribal-contact-listing>

LIHEAP vs. Weatherization Assistance Program (WAP)

Both LIHEAP and the Weatherization Assistance Program (WAP) help renters and homeowners save money on energy costs. However, they have some key differences in benefits and services.

While LIHEAP helps low-income families pay for their heating and cooling bills, WAP helps them pay for improvements and repairs to make the home more energy efficient. The program provides financial assistance to fix leaks, add insulation and install energy-efficient windows. Learn more about WAP and get a full list of its weatherization services in the "Weatherization Assistance Program" section on [page 78](#) of this guide.



LIHEAP Eligibility

To receive energy assistance through LIHEAP in any state, territory or tribe, you must meet the program's eligibility requirements. Continue reading the following sections to learn more about the program rules.

Income Guidelines

Applicants must meet the income requirements in their state or territory in order to receive assistance through LIHEAP. Income limits vary by location to adjust for cost of living differences. The table below lists the maximum yearly income limits based on the size of the household for families in states and territories.

Note: One asterisk (*) indicates the state or territory lists monthly income limits rather than yearly income limits. Two asterisks (**) indicates the state or territory lists a maximum three-month income limit rather than yearly limits.

Note: Income limits for tribal territories are set by each tribal LIHEAP agency. They must fall within the federal minimum and maximum income limits allowed by law. They cannot be set below 110 percent of the FPG. To find income limits for tribal territories, contact your tribe’s LIHEAP office. Refer to the section “Tribal LIHEAP Contact Information” on [page 15](#) of this guide for contact information.

Location	Size of the household (number of members)								
	1	2	3	4	5	6	7	8	For each add'l member add
AL*	\$1,561	\$2,113	\$2,666	\$3,218	\$3,771	\$4,323	\$4,876	\$5,428	\$552
AK*	\$1,950	\$2,641	\$3,332	\$4,023	\$4,715	\$5,406	\$6,097	\$6,788	Approximately \$691
AS	Values are not available online. Please contact your local agency (find contact information on page 9.)								
AZ	\$7,656	\$10,344	\$13,032	\$15,720	\$18,408	\$21,096	\$23,784	\$26,472	\$2,688
AR	\$20,352	\$26,616	\$32,880	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
CA*	\$2,296.93	\$3,003.67	\$3,710.42	\$4,417.17	\$5,123.91	\$5,830.66	\$5,963.18	\$6,095.69	Approximately \$133
CO*	\$2,619	\$3,425	\$4,231	\$5,038	\$5,884	\$6,650	\$6,801	\$6,952	\$151
CNMI	Values are not available online. Please contact your local agency (find contact information on page 9.)								
CT	\$36,171	\$47,300	\$58,430	\$69,559	\$80,688	\$91,818	\$93,905	\$95,991	\$2,087
DC	\$32,814	\$42,911	\$53,007	\$63,104	\$73,201	\$83,297	\$85,190	\$87,084	\$1,894
DE*	\$2,082	\$2,818	\$3,555	\$4,292	\$5,028	\$5,765	\$6,502	\$7,238	Approximately \$725

Location	Size of the household (number of members)								For each add'l member add
	1	2	3	4	5	6	7	8	
FL	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
GA	\$23,776	\$31,092	\$38,408	\$45,724	\$53,040	\$60,356	\$61,727	\$63,099	\$1,372
GU	Values are not available online. Please contact your local agency (find contact information on page 10.)								
HI	\$21,570	\$29,190	\$36,810	\$44,430	\$52,050	\$59,670	\$67,290	\$74,910	\$7,620
ID	\$18,735	\$25,365	\$31,995	\$38,625	\$45,255	\$51,885	\$58,515	\$65,145	\$6,630
IL	\$25,520	\$34,480	\$43,440	\$52,400	\$61,360	\$70,320	\$79,280	\$88,240	\$8,840
IN	\$24,835	\$32,476	\$40,118	\$47,759	\$55,400	\$63,042	\$64,474	\$65,907	N/A
IA	\$21,858	\$29,593	\$37,328	\$45,063	\$52,798	\$60,533	\$68,268	\$76,003	\$7,735
KS*	\$1,354	\$1,832	\$2,311	\$2,790	\$3,269	\$3,748	\$4,227	\$4,705	\$479
KY*	\$2,020	\$2,641	\$3,263	\$3,885	\$4,506	\$5,128	\$5,244	\$5,361	N/A
LA*	\$2,011	\$2,630	\$3,249	\$3,868	\$4,486	\$5,105	\$5,221	\$5,337	\$116
ME	\$26,612	\$34,800	\$42,988	\$51,176	\$59,364	\$67,552	\$69,088	\$70,623	N/A
MD*	\$1,861	\$2,515	\$3,168	\$3,821	\$4,475	\$5,128	\$5,781	\$6,435	\$654
MA	\$37,360	\$48,855	\$60,351	\$71,846	\$83,341	\$94,837	\$96,992	\$99,147	\$2,155
MI	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
MN**	\$7,066	\$9,240	\$11,415	\$13,589	\$15,763	\$17,937	\$18,345	\$18,753	N/A
MS	\$7,656	\$10,344	\$13,032	\$15,720	\$18,408	\$21,096	\$23,784	\$26,472	\$2,688
MO	\$17,226	\$23,274	\$29,323	\$35,370	\$41,418	\$47,466	\$53,514	\$59,563	\$6,049
MT	\$25,248	\$33,017	\$40,785	\$48,554	\$56,323	\$64,091	\$65,548	\$67,005	\$6,630

Location	Size of the household (number of members)								For each add'l member add
	1	2	3	4	5	6	7	8	
NE	\$16,237	\$21,983	\$27,729	\$33,475	\$39,221	\$44,967	\$50,713	\$56,459	N/A
NV*	\$1,595	\$2,155	\$2,715	\$3,275	\$3,835	\$4,395	\$4,955	\$5,515	\$560
NH	\$34,181	\$44,698	\$55,215	\$65,732	\$76,249	\$86,766	\$88,738	\$90,710	Contact local Community Action Agency: https://www.nh.gov/osi/energy/programs/fuel-assistance/agencies.htm
NJ*	\$2,082	\$2,819	\$3,555	\$4,292	\$5,029	\$5,765	\$6,502	\$7,239	Click here: https://www.nj.gov/dca/divisions/dhcr/offices/docs/usfhea_fact_sheet.pdf
NM	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
NY*	\$2,494	\$3,262	\$4,030	\$4,797	\$5,565	\$6,332	\$6,476	\$6,620	Click here: https://otda.ny.gov/programs/heap/#regular-benefit
NC*	\$1,353	\$1,832	\$2,311	\$2,790	\$3,268	\$3,747	\$4,226	\$4,705	Click here: https://files.nc.gov/ncdhhs/documents/files/dss/cip_lieap/Low-Income-Energy-Assistance-Income-Levels-Based-on-130-of-Federal-Poverty.pdf

Location	Size of the household (number of members)								For each add'l member add
	1	2	3	4	5	6	7	8	
ND*	\$2,529	\$3,307	\$4,085	\$4,863	\$5,641	\$6,419	\$6,565	\$6,711	\$146
OH	\$22,330	\$30,170	\$38,010	\$45,850	\$53,690	\$61,530	\$69,370	\$77,210	\$7,840
OK	\$16,588	\$22,412	\$28,236	\$34,060	\$39,884	\$45,708	\$51,532	\$57,356	\$5,824
OR	\$25,983	\$33,978	\$41,973	\$49,967	\$57,962	\$65,957	\$67,456	\$68,955	\$1,499
PA	\$18,735	\$25,365	\$31,995	\$38,625	\$45,255	\$51,885	\$58,515	\$65,145	\$6,630
PR	Values are not available online. Please contact your local agency (find contact information on page 14.)								
RI	\$31,166	\$40,756	\$50,345	\$59,935	\$69,525	\$79,114	\$80,912	\$82,710	\$1,798
SC	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
SD**	\$5,583	\$7,543	\$9,503	\$11,463	\$13,423	\$15,383	\$17,343	\$17,898	Click here: https://dss.sd.gov/economicassistance/energyassistance/lowincome.aspx
TN	\$18,735	\$25,365	\$31,995	\$38,625	\$45,255	\$51,885	\$58,515	\$65,145	\$6,630
TX	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180	\$6,720
USVI	Single-person household cannot exceed \$25,000. Households of two or more cannot exceed \$40,000.								
UT*	\$1,561	\$2,114	\$2,666	\$3,219	\$3,771	\$4,324	\$4,876	\$5,429	\$552
VT	\$1,967	\$2,658	\$3,349	\$4,039	\$4,730	\$5,421	\$6,111	\$6,802	\$690
VT (crisis)	\$2,126	\$2,874	\$3,620	\$4,366	\$5,114	\$5,860	\$6,606	\$7,354	\$746
VA	\$16,588	\$22,412	\$28,236	\$34,060	\$39,884	\$45,708	\$51,532	\$57,356	\$5,824

Location	Size of the household (number of members)								For each add'l member add
	1	2	3	4	5	6	7	8	
WA	\$15,613	\$21,138	\$26,663	\$32,188	\$37,713	\$43,238	\$48,763	\$54,288	Click here: https://deptof-commerce.app.box.com/s/3fp0xz4y2x-2p4hedw-9ww4sk-7ma36srlx
WV*	\$1,884	\$2,464	\$3,043	\$3,623	\$4,203	\$4,782	\$5,361	\$5,940	\$579
WI	\$28,673	\$37,496	\$46,318	\$55,141	\$63,964	\$72,786	\$74,440	\$76,095	\$1,655
WY	\$27,082	\$35,414	\$43,747	\$52,080	\$60,413	\$68,746	\$70,308	\$71,870	Click here: https://www.lieap-wyo.org/income-guidelines.html

Residency Guidelines

To receive assistance through LIHEAP, you must apply in your current state, territory or tribe. During the application process, you may need to prove your residency in order to be considered for the program. Refer to the “Documents Verifying Residency” section on [page 58](#) of this guide for a list of documents that prove residency.

Citizenship Guidelines

LIHEAP is open to U.S. citizens and qualified nonresidents. The following groups of individuals are determined to be qualified nonresidents:

- Lawful permanent residents (i.e. individuals who hold green cards)
- Refugees
- Asylees
- Individuals paroled into the U.S. for at least one year
- Individuals whose deportation has been withheld
- Individuals granted conditional entry
- Battered nonresidents, their spouses, children or parents

If you fall into any of the groups listed above, you will need to submit documents that prove your qualified status. Your household must have at least one citizen or qualified nonresident. If your household has one or more ineligible members, you will not be denied into LIHEAP based on this factor.

Find a list of acceptable documents for noncitizens in the section “Documents Verifying Citizenship” on [page 58](#) of this guide.

Asset Guidelines

Some locations consider assets above a certain level as part of your income when determining your eligibility for LIHEAP. Assets are anything of monetary value that you own or pay into, like bank accounts. Each location is responsible for determining which assets are used during the application process. The following assets may be considered:

- Cash
- Checking and savings accounts
- Stocks
- Bonds
- IRAs
- 401ks
- Additional property, like vacation homes and investment properties

Additionally, there are many types of assets that are often excluded by states, territories and tribes that use assets as part of the LIHEAP application process. The most common asset exclusions are:

- Your primary residence and property on which it stands
- One vehicle
- Households furnishings
- Jointly owned resources
- Student loans or grants
- Burial accounts

If you live in one of the following states, you are required to pass an assets test:

- **Arkansas:** Elderly households (those with at least one member age 60 or older) can have higher assets.
- **Connecticut:** Homeowners can have up to \$15,000 in liquid assets. Assets include money in checking or savings accounts, CD's, stocks or shares, bonds, annuities and certificates of deposit. Individual retirement accounts (IRAs) will be counted only for household members who are 59-and-one-half years of age or older. Renters and other types of households can have up to \$12,000 in liquid assets. If you have more assets than these limits, but still fall under the income limit when your income and assets are added together, you may still be eligible.

- **Kentucky:** Liquid assets cannot exceed \$2,000. If the household has at least one member 60 years of age or older, or at least one disabled member, liquid assets cannot exceed \$3,000. If any household member suffers from an illness that requires more liquid assets to pay medical expenses, liquid assets cannot exceed \$4,000.
- **Missouri:** Assets cannot exceed \$3,000.
- **Montana:** Liquid assets of a single-person household cannot exceed \$10,931. For two-member households, liquid assets cannot exceed \$16,400. Each additional member can have no more than \$1,094 in liquid assets. The maximum amount of liquid assets a household can have is \$21,870.
- **North Carolina:** Liquid assets cannot exceed \$2,250.
- **Oklahoma:** Liquid assets of a single-person household cannot exceed \$2,000. For two-member households, liquid assets cannot exceed \$3,000. Each additional member can have no more than \$50 in cash, checking or savings accounts, stocks, bonds or certificates of deposit.

Categorical Eligibility

You may automatically qualify for LIHEAP assistance if you currently receive benefits from any of the following federal assistance programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Some needs-tested Veteran Benefits

Note that not every location uses this guideline when determining eligibility for LIHEAP. Contact your state, territory or tribal LIHEAP agency to inquire about categorical qualifications. Please refer to the section “State and Territory LIHEAP Contact Information” on [page 9](#) to find LIHEAP program contact details.

Additional Requirements by Location

Since LIHEAP is operated individually in each location, there are some specific program requirements that certain locations may use. Please refer to the section “State and Territory LIHEAP Contact Information” on [page 9](#) to find LIHEAP program contact details.

LIHEAP Benefits

Households may receive two types of benefits through LIHEAP:

- Standard energy assistance
- Emergency energy assistance

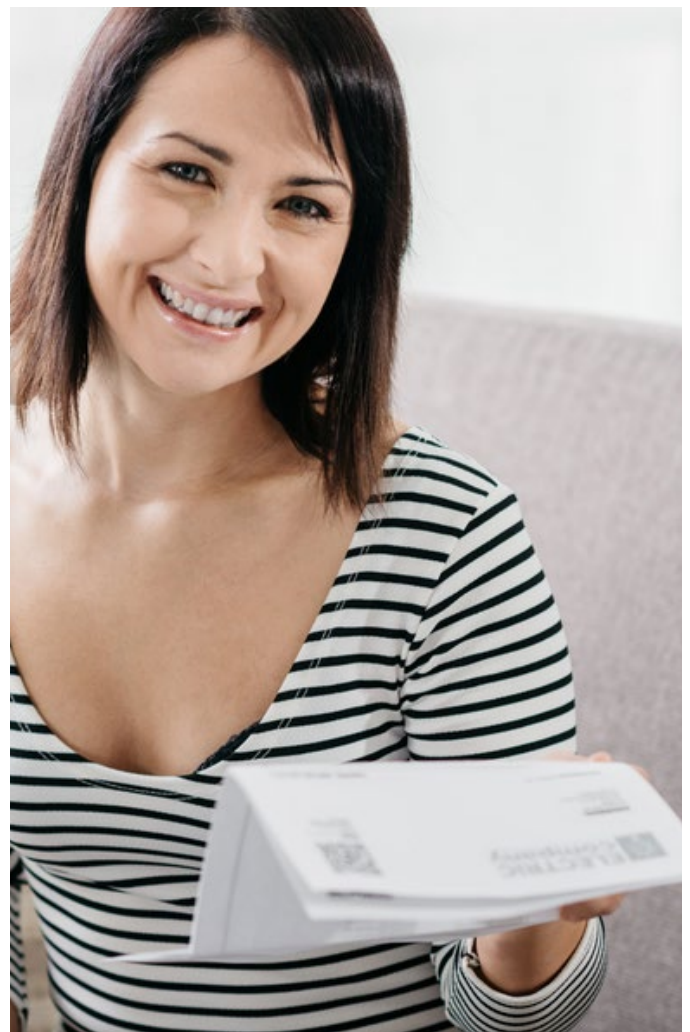
Both types of assistance are available in all locations that offer LIHEAP. The type and total amount of benefits a household receives may depend on one or more of the following factors:

- Household size
- House type
- Energy cost
- Climate or region
- Individual bill amounts
- Energy burden
- Energy needs

Regular Energy Assistance

Households that need help paying their heating or cooling bills apply for regular energy assistance through LIHEAP. This type of benefit comes in the

form of a one-time payment toward utility costs. It is paid directly to the utility company on behalf of the program participant.



Regular energy assistance benefits *will* not cover the total cost of a household’s utility bills. Households that qualify for assistance will receive the one-time payment for the most pertinent utility bill. This depends on the climate and region. For example, participants living in a cold climate will receive this payment toward heating costs as the temperature drops.

Emergency Energy Assistance

Also known as **crisis assistance**, this type of benefit is provided to households that are experiencing an energy emergency. Applicants who are experiencing one of the following situations may qualify for emergency LIHEAP benefits:

- Received a disconnect notice from the utility company
- Are at risk of running out of fuel
- Had their utilities shut off
- Live in an area affected by a natural disaster
- Have broken heating or cooling equipment

Each location is responsible for determining emergency benefit requirements. View the table below to learn about the specific definitions of emergency situations in each location.

State	Crisis Definition
Alabama	<p>A household qualifies if it meets one of the following criteria:</p> <ul style="list-style-type: none"> • Has a member whose health or well-being would be endangered if energy assistance is not provided • Has at least one child under 18 • Has been impacted by a state- or federally-declared disaster or emergency
Alaska	<p>A household qualifies if it meets one of the following criteria:</p> <ul style="list-style-type: none"> • Within 48 hours of power shutoff • Out of fuel • Within a day of running out of fuel <p>Also, the household income for the month prior to the date they applied for benefits must be less than the cost of their mortgage (or rent) plus the cost of electricity and heat for the same time period.</p>

State

Crisis Definition

American Samoa	<p>Households qualify in any of the following situations:</p> <ul style="list-style-type: none">• They receive a disconnection or shut-off notice• The region is experiencing flooding• The region experiences a natural disaster• The household is affected by a manmade disaster, like fires, flooding or other damages• The region is experiencing high temperatures, prompting households with priority populations to apply for AC units
Arizona	<p>Emergency assistance is available to households that:</p> <ul style="list-style-type: none">• Receive a delinquent or shut-off notice from a utility provider<ul style="list-style-type: none">• An eviction notice from a rental property is required if utilities are included in rent.• Are impacted by a Human Services Emergency (such as fire or flood) declared by the Arizona Department of Economic Security
Arkansas	<p>Households qualify if they have received a disconnection notice, experience a period of extreme hot or cold temperatures or other energy- related disasters, such as floods or storms. Crisis benefits are also available during a “state emergency” as designated by the Governor.</p>
California	<p>Qualifying scenarios include:</p> <ul style="list-style-type: none">• Natural disasters• Home energy supply shortage• Declaration of state of emergency or interruption• Official declaration of significant energy cost hikes, rise in unemployment or rise in public aid enrollment
Colorado	<p>Households may qualify if:</p> <ul style="list-style-type: none">• Their service has been discontinued or is threatened to be shut off.• They have run out of fuel or will run out of fuel.• They have received an eviction notice (if heating costs are included in rent).• Their equipment is inoperable or access to a fuel tank is not possible due to severe weather.
Commonwealth of Northern Mariana Islands (CNMI)	<p>Information about crisis assistance is not available online. Contact your local agency using the information found on page 9 of this guide.</p>

State**Crisis Definition**

Connecticut

Households may qualify for a “Winter Crisis” if they have fully utilized their regular heating assistance benefit through LIHEAP and are still in need of assistance.

Households may qualify for an “Other Crisis” if they have fully utilized their regular heating benefit and Winter Crisis benefits and are in a life-threatening situation.

Delaware

A household may qualify for emergency assistance in any of the following scenarios:

- Heating service has been disconnected.
- The household is within 48 hours of service shut-off and does not have financial resources to resolve the situation.
- The household is out of fuel.
- There is an official declaration of significant rise in heating costs.

In addition to meeting one of the above criteria, the LIHEAP agency must confirm a member of the household would be in a life-threatening situation due to the upcoming weather forecast.

District of Columbia

Households may qualify if they meet any of the following conditions:

- They have received a shut-off notice.
- Their energy service has been disconnected.
- Their household heating oil is at 5 percent or less.

Florida

A household may qualify for emergency assistance when they risk losing access to home energy due to at least one of the following reasons:

- Service has been shut off.
- The household received notice of disconnect.
- The household is delinquent on utility bills.
- The household is unable to get delivery of fuel for heating, is out of fuel for heating or is in danger of being out of fuel for heating.
- The household is past due on a utility bill.
- The household is unable to get energy because they cannot pay a deposit, needs equipment repair or needs to purchase heating or cooling equipment.

Georgia

Households may qualify if they are facing imminent service disconnection or cannot pay for necessary equipment repairs. A crisis also results from a natural disaster or severe weather.

State	Crisis Definition
Guam	Information about crisis assistance is not available online. Contact your local agency using the information found on page 10 of this guide.
Hawaii	A household may qualify if service has been disconnected within 30 days of applying for benefits or will be disconnected within seven days due to nonpayment.
Idaho	Households may receive crisis assistance when they are at risk of disconnection of utility service, have already had their utility service disconnected or have less than 48 hours of bulk fuel remaining.
Illinois	Emergency assistance may be available to households who have already had their heat shut off by the utility company or those who will be disconnected within seven days.
Indiana	Households may receive crisis assistance when they are at risk of disconnection of utility service, have already had their utility service disconnected or have low heating fuel (at or below 25 percent of a tank).
Iowa	Emergency assistance may be available when households have one of the following: <ul style="list-style-type: none"> • A broken furnace • A temporary need for alternate shelter • Disconnection from utility service • No fuel or less than 20 percent remaining • Notice of imminent service disconnection • A member with a medical condition that requires air conditioning
Kansas	Households may qualify when they do not have heating fuel or energy to operate the primary heating system. Additionally, the household must have received a shut off notice or have less than 15 percent of fuel in their tank.
Kentucky	Emergency assistance may be available when one of the following occurs: <ul style="list-style-type: none"> • A household has a past due or disconnect notice and the primary heating source is electric or natural gas. • A household is within four days of running out of fuel and the primary heating source is coal, wood, kerosene, fuel oil or propane.
Louisiana	Emergency assistance may be available when one of the following occurs: <ul style="list-style-type: none"> • A household has been disconnected from service. • A household receives a service disconnect notice. • A household experiences a weather-related emergency. • A household's energy has been depleted and does not have resources to resolve the situation.

State**Crisis Definition**

Maine	<p>A household may qualify if it faces imminent loss of heat due to one of the following reasons:</p> <ul style="list-style-type: none">• Has less than a three-day supply of fuel• Received a disconnection of service notice• Has a dysfunctional or unsafe primary heating system and no secondary heating system• Faces eviction (if heat is included in rent)
Maryland	<p>Emergency assistance may be available to households with one of the following during the normal winter period (November 15 through March 31):</p> <ul style="list-style-type: none">• No heat or a shortage of fuel• An immediate utility turn off (in less than three days)
Massachusetts	<p>Households facing heating emergencies are given priority over other applications.</p>
Michigan	<p>A household may qualify due to one of the following reasons:</p> <ul style="list-style-type: none">• They have received a shut off notice.• They have received a past due notice.• The fuel tank has no more than 25 percent of its heating fuel capacity.• They are in need of deliverable fuel.• They have received a notice that a prepaid account is under \$100.• They have a statement from a licensed service provider indicating the furnace is inoperable and in need of repair or replacement.
Minnesota	<p>Emergency assistance may be available to households with one of the following:</p> <ul style="list-style-type: none">• A service disconnection• An imminent disconnect notice• Less than 20 percent fuel supply and no secondary heating source• Less than one week remaining if using biofuel
Mississippi	<p>Emergency assistance may be available to families who cannot pay for energy costs due to a layoff, severe weather, natural or man-made disaster, having a member on life support or incurring an unexpected expense.</p>

State

Crisis Definition

Missouri

A household may qualify for emergency assistance in any of the following scenarios:

- A household receives a termination or disconnect notice indicating a specific disconnect date.
- A household receives a final billing statement advising the account has been terminated.

If the household is a cash on delivery (COD) customer, they may qualify for emergency assistance if they have less than 20 percent fuel remaining in the propane tank.

If the applicant is a prepaid electric customer, they may qualify if their prepaid usage will soon run out.

Montana

A household may qualify due to one of the following reasons:

- The primary supply of energy is interrupted because of weather conditions and another supply or a different type of energy is necessary.
- Severe weather or other forces outside the control of the household damages the home and causes the dwelling to suffer a severe loss of heat.
- Hazardous conditions exist in the household's primary home water heating or space heating system, and safety modifications are required.
- One or more members of a household has a documented medical need for home energy-related safety modifications.

Crisis cooling assistance is available during periods of sustained high temperature for households with a member whose life may be threatened.

Nebraska

A household may qualify due to one of the following reasons:

- The household receives a shut off notice.
- The household is currently without heating or cooling.
- The household does not have energy service delivery.
- The household is in jeopardy of being taken off a budget plan.

Nevada

Emergency assistance applications are prioritized over regular LIHEAP applications. To receive priority, households must meet all of the following criteria:

- Have received a 48-hour disconnect notice; or have been disconnected; or have less than 10 percent fuel supply; or need a deposit to establish service; or have a life-threatening situation if they lose energy; and have paid at least \$25 on utility bills during the 60 days prior to the emergency, and have requested a payment plan and been denied or already have a payment plan established but are unable to meet the payment requirements.
- Meet income requirements
- Have a documented reduction in income of at least 15 percent which results in the inability to pay utility bills

State	Crisis Definition
New Hampshire	<p>Emergency assistance may be available to households that meet one of these criteria:</p> <ul style="list-style-type: none"> • Have a less than seven-day fuel supply • Received a disconnect notice • Have received an eviction notice (if heat is included in the rent)
New Jersey	<p>A household may qualify for emergency assistance if they have insufficient funds to pay for fuel and either do not have heat or are in danger of being without heat.</p>
New Mexico	<p>Emergency assistance may be available in any of the following scenarios:</p> <ul style="list-style-type: none"> • The applicant receives a written disconnect notice or non-delivery or sale of fuel due to lack of payment or inability to pay. • The applicant has insufficient funds to open a utility service account or meet the security deposit requirements.
New York	<p>Emergency assistance may be available when loss of heat is imminent, which is defined as one of the following:</p> <ul style="list-style-type: none"> • Less than a quarter tank for oil, kerosene or propane • Less than a ten-day supply for other deliverable fuels • Heat is scheduled for termination
North Carolina	<p>Households that are experiencing or are in danger of experiencing a life threatening or health-related emergency due to a heating or cooling issue may receive emergency assistance.</p>
North Dakota	<p>Emergency assistance may be available when there are weather-related emergencies, supply shortage emergencies or other household energy-related emergencies.</p>
Ohio	<p>Households may qualify for heating crisis assistance in any of the following scenarios:</p> <ul style="list-style-type: none"> • Their service is disconnected. • They receive a shut off notice. • They have less than 25 percent supply of deliverable fuel. • They are in need of furnace repair or replacement. <p>Summer crisis assistance is available to applicants who have medical certifications or are age 60 or older.</p>

State**Crisis Definition**

Oklahoma	<p>Emergency assistance may be available in any of the following scenarios:</p> <ul style="list-style-type: none">• A household is within 72 hours of having utilities disconnected.• A household is within 72 hours of running out of heating fuel.• A household receives a refusal to deliver from the fuel supplier.• A household is without a heating or cooling utility and needs help getting or restoring service during ECAP General Open Enrollment. <p>To qualify, the household must also have a precipitating factor that caused the household to choose between paying the energy bill and another vital household need.</p>
Oregon	<p>Emergency assistance may be available to households with an energy burden which depletes financial resources or poses a potential health or safety issue.</p>
Pennsylvania	<p>Households may qualify for emergency assistance due to one of the following reasons:</p> <ul style="list-style-type: none">• The household does not have heat.• The household is at risk of losing heat due to weather or an energy supply shortage.
Puerto Rico	<p>Households may qualify for emergency assistance in any of the following scenarios:</p> <ul style="list-style-type: none">• Receives a service shutoff or disconnection notice from the electric power supplier• Needs to refill fuel for cooking purposes• Has one or members with a medically-certified need for a fan or air conditioner
Rhode Island	<p>Emergency assistance may be available to households unable to maintain heat in the home due to one of the following reasons:</p> <ul style="list-style-type: none">• A failure to pay a regulated utility bill• The inability to pay for deliverable fuel• The breakdown of a heating system
South Carolina	<p>Emergency assistance may be available when there are weather-related emergencies, supply shortage emergencies and other household energy-related emergencies (such as imminent disconnection of heating / cooling source).</p>
South Dakota	<p>From October 1 to March 31, households may qualify for emergency assistance in any of the following scenarios:</p> <ul style="list-style-type: none">• Have been disconnected• Have a disconnect notice• Have a fuel supplier who refuses to deliver fuel• Have a past due notice• Have a heating system that requires repair or replacement• Have less than 20 percent fuel remaining in the tank• Have an eviction notice for nonpayment when heat is included in rent or paid in addition to rent

State**Crisis Definition**

Tennessee	<p>Households may qualify for emergency assistance if they receive a shut off notice or have been disconnected and one of the following is true:</p> <ul style="list-style-type: none">• They have an unanticipated medical or major household expense.• A household wage earner has lost his or her job in the last 12 months, or has a significant reduction of hours.• A household wage earner has left the home in the last 45 days.• A household wage earner died in the last 12 months.• A household wage earner has a significant reduction in work hours.• A household wage earner is unable to work due to illness and does not receive sick time.• A household wage earner is unable to work due to illness and does not receive sick leave or time away from work.• The household has a non-functioning or malfunctioning heating system.• There is a child 5 years of age or younger living in the home.• There is a household member 60 years of age or older living in the home.• There is a disabled member living in the home.
Texas	<p>Emergency assistance may be available in instances of extreme weather conditions, fuel supply shortages or other events that have depleted or will deplete household financial resources. Households that receive a utility disconnection notice also qualify.</p>
U.S. Virgin Islands	<p>Information about crisis assistance is not available online. Contact your local agency using the information found on page 14 of this guide.</p>
Utah	<p>Households may qualify for emergency assistance in any of the following scenarios:</p> <ul style="list-style-type: none">• Received a 48-hour shut off notice• Have less than 10 percent deliverable fuel in their tank• Have experienced an unexpected event preventing them from paying utility bills
Vermont	<p>Emergency assistance may be available in any of the following scenarios:</p> <ul style="list-style-type: none">• The household has less than 25 percent of fuel left in the tank.• The household has less than one week’s supply if the primary heating source is coal, firewood or wood pellets.• The household has received a shut off notice.
Virginia	<p>Emergency assistance is available during instances of weather-related emergencies or supply shortages. Households may qualify due to one of the following reasons:</p> <ul style="list-style-type: none">• They do not have a heat source.• Heating equipment is inoperable or unsafe.• The household faces a no heat situation.

State	Crisis Definition
Washington	Households may qualify for emergency assistance if they are without fuel or power. Community action agencies (CAAs) are responsible for defining their own instances of emergencies. Contact your local agency here: https://fortress.wa.gov/com/liheappublic/map.aspx
West Virginia	Emergency assistance may be available in any of the following scenarios: <ul style="list-style-type: none"> • The household does not have home heating. • The household is in danger of losing heat. • The household is in need of equipment repair or replacement.
Wisconsin	Emergency assistance may be available in one of the following scenarios: <ul style="list-style-type: none"> • Applicants do not have an adequate heating or cooling source • Applicants are at risk of losing current heating or cooling
Wyoming	Households may qualify due to one of the following reasons: <ul style="list-style-type: none"> • They are disconnected from service. • They are at risk of losing service. • They have broken or malfunctioning heating equipment.

How much energy assistance will I receive?

The total amount of LIHEAP benefits that program participants can receive is based on the following factors:

- Income
- Household size
- Energy needs
- Location

The highest benefits go to households with the highest home energy needs, which are typically those with multiple household members and lowest overall income. LIHEAP benefits are not meant to cover the total cost of a home's

energy usage. Each location has a minimum and maximum benefit amount for cooling and heating services, as well as a maximum emergency assistance amount.

Benefit Amounts by Location

The table below lists the minimum and maximum regular benefit amounts along with the maximum emergency benefit amount for each location per year.

Note: One asterisk (*) indicates the location does not offer this particular type of energy assistance.

Location	Minimum Heating Benefit	Maximum Heating Benefit	Minimum Cooling Benefit	Maximum Cooling Benefit	Emergency/Crisis Benefit Maximum
Alabama	\$275	\$520	\$305	\$460	\$990 (heating) \$870 (cooling)
Alaska	\$280	\$4,900	*	*	\$4,900
American Samoa	*	*	\$25	\$65	\$800
Arizona	\$75	\$800	\$75	\$800	\$800
Arkansas	\$48	\$475	\$48	\$475	\$500
California	\$152	\$1,000	\$152	\$1,000	\$1,000
Colorado	\$200	\$700	*	*	\$3,700
CNMI	*	*	\$58	\$230	\$230
Connecticut	\$340	\$725	*	*	\$710
Delaware	\$100	\$1,781	\$1	\$1,000	\$5,000
D.C.	\$250	\$1,800	\$250	\$1,800	\$600

Location	Minimum Heating Benefit	Maximum Heating Benefit	Minimum Cooling Benefit	Maximum Cooling Benefit	Emergency/Crisis Benefit Maximum
Florida	\$200	\$600	\$200	\$600	\$1,500
Georgia	\$350	\$400	\$350	\$400	\$400
Guam	Information not available	Information not available	Information not available	Information not available	Information not available
Hawaii	\$350	\$1,410	\$350	\$1,410	\$650
Idaho	\$50	\$1,141	*	*	\$3,500
Illinois	\$100	\$1,270	*	*	\$1,000
Indiana	\$275	\$1,150	*	*	\$400
Iowa	\$40	\$720	*	*	\$3,650
Kansas	\$65	\$2,965	*	*	\$2,965
Kentucky	\$34	\$274	\$50	\$175	\$400
Louisiana	\$150	\$600	\$150	\$600	\$475
Maine	\$152	\$2,622	*	*	\$400
Maryland	\$120	\$2,213	\$120	\$2,213	\$2,213
Massachusetts	\$387	\$1,140	*	*	\$1,140
Michigan	\$1	\$1,439	*	*	\$1,200
Minnesota	\$200	\$1,400	*	*	\$600
Mississippi	\$1	\$1,500	\$1	\$1,500	\$1,500
Missouri	\$47	\$495	*	*	\$800 (heating) \$300 (cooling)
Montana	\$112	\$3,872	*	*	\$9,999

Location	Minimum Heating Benefit	Maximum Heating Benefit	Minimum Cooling Benefit	Maximum Cooling Benefit	Emergency/Crisis Benefit Maximum
Nebraska	\$220	\$1,050	\$300	\$700	\$500
Nevada	\$180	\$3,136	\$180	\$3,136	\$3,136
New Hampshire	\$158	\$1,575	*	*	\$1,575
New Jersey	\$47	\$1,056	\$200	\$200	\$600
New Mexico	\$80	\$560	\$80	\$560	\$560
New York	\$21	\$726	\$10	\$800	\$675
North Carolina	\$300	\$500	*	*	\$600
North Dakota	\$4	\$7,588	\$1	\$2,000	\$500
Ohio	\$15	\$447	*	*	\$500 (summer) \$750 (winter)
Oklahoma	\$40	\$388	\$150	\$365	\$500
Oregon	\$250	\$1,050	\$250	\$1,050	\$500
Pennsylvania	\$200	\$1,000	*	*	\$600
Puerto Rico	*	*	\$100	\$550	\$750
Rhode Island	\$75	\$1,354	*	*	\$1,500
South Carolina	\$300	\$750	\$300	\$675	\$1,000
South Dakota	\$334	\$2,291	*	*	\$1,200
Tennessee	\$175	\$650	\$175	\$650	\$650
Texas	\$1	\$5,400	\$1	\$5,400	\$1,200
U.S. Virgin Islands	Information not available	Information not available	Information not available	Information not available	Information not available

Location	Minimum Heating Benefit	Maximum Heating Benefit	Minimum Cooling Benefit	Maximum Cooling Benefit	Emergency/Crisis Benefit Maximum
Utah	\$200	\$850	*	*	\$2,000
Vermont	\$21	\$1,323	*	*	\$619.19
Virginia	\$182	\$636	\$50	\$550	\$2,500
Washington	\$100	\$1,000	\$100	\$1,000	\$1,000
West Virginia	\$120	\$355	\$120	\$355	\$1,000
Wisconsin	\$30	\$2,213	*	*	\$1,200
Wyoming	\$31	\$1,476	*	*	\$550

Benefit Amounts for Tribes

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Alabama	Poarch Band of Creek Indians	\$325	\$400	\$325	\$325	\$400
Alabama	United Cherokee Ani'Yun'Wiya Nation	\$400	\$700	\$400	\$700	\$1,400
Alaska	Aniak Traditional Council	\$2848	\$1,650	\$0	\$0	\$686
Alaska	Association of Village Council Presidents	\$180	\$1,600	\$0	\$0	\$315
Alaska	Bristol Bay	\$180	\$3,150	\$0	\$0	\$5,250

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Alaska	Chuathbakuk Traditional Council	\$630	\$1,050	\$0	\$0	\$400
Alaska	Cook Inlet Tribal Council	\$10	\$1,200			\$5,000
Alaska	Kenaitze Indian Tribe	\$125	\$4,375	\$0	\$0	\$4,375
Alaska	Kodiak Area Native Association	\$900	\$1,500	\$900	\$1,500	\$1,500
Alaska	Orutsarmiut Native Council	\$600	\$1,500	\$0	\$0	\$1,200
Alaska	Seldovia Village Tribe	\$550	\$800	\$0	\$0	\$200
Alaska	Tanana Dena'Nena'He-nash	\$480	\$2,259	\$100	\$350	\$565
Alaska	Tlingit-Haida Regional Housing Authority	\$125	\$4,375	\$0	\$0	\$1,500
Alaska	Yakutat Tlinget Tribe	\$95	\$950	\$0	\$0	\$300
Alaska	Cocopah Indian Tribe			\$135	\$201	\$296
Arizona	Colorado River Indian Tribes	\$150	\$225	\$150	\$225	\$1,000

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Arizona	Gila River Indian Community	\$170	\$440	\$220	\$280	\$1000
Arizona	Pasqua Yaqui Tribe	\$150	\$600	\$150	\$600	\$600
Arizona	Quechan Indian Tribe	\$50	\$250	\$50	\$200	\$250
Arizona	Salt River Pima-Maricopa Indian Community	\$300	\$600	\$400	\$800	\$3,000
Arizona	San Carlos Apache Tribe	\$35	\$261	\$0	\$0	\$300
Arizona	The Navajo Nation	\$200	\$700	\$200	\$600	\$1,500
Arizona	Berry Creek Rancheria - Tyme Maidu Tribe	\$50	\$200	\$50	\$200	\$400
California	Bishop Paiute Tribe	\$195	\$225	\$195	\$225	\$225
California	Coyote Valley Band of Pomo Indians	\$75	\$150	\$0	\$0	\$150
California	Enterprise Rancheria	\$100	\$340	\$100	\$340	\$340
California	Hoopa Valley Tribe	\$150	\$340	\$0	\$0	\$500

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
California	Hopland Band of Pomo Indians	\$137	\$300	\$137	\$300	\$300
California	Karuk Tribe	\$275	\$500	\$275	\$500	\$500
California	Mooretown Rancheria	\$170	\$300	\$170	\$300	\$300
California	Northern California Indian Development Council	\$50	\$700	\$50	\$700	\$700
California	Pinoleville Pomo Nation	\$400	\$900	\$300	\$700	\$900
California	Quartz Valley Indian Reservation	\$35	\$250	\$0	\$0	\$375
California	Redding Rancheria	\$160	\$500	\$160	\$500	\$500
California	Redwood Valley Little River Band of Pomo Indians	\$100	\$200	\$100	\$200	\$200
California	Riverside-San Bernardino Indian Co. Health, Inc	\$300	\$650	\$300	\$650	\$850
California	Round Valley Indian Tribes	\$250	\$350	\$250	\$350	\$350

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
California	Sherwood Valley Band of Pomo Indians	\$50	\$300	\$50	\$300	\$300
California	Southern California Tribal Chairman's Association	\$18	\$350	\$4	\$88	\$350
California	Southern Indian Health Council, Inc.	\$50	\$350	\$50	\$350	\$350
California	Yurok Tribe	\$400	\$660	\$0	\$0	\$660
California	Coeur d'Alene Tribe	\$300	\$400	\$0	\$0	\$500
Idaho	Nez Perce Tribe	\$325	\$425	\$0	\$0	\$450
Idaho	Shoshone Bannock Tribes	\$112	\$1,080	\$25	\$250	\$1000
Idaho	United Tribes of Kansas and SE Nebraska, Inc.	\$220	\$1,050	\$300	\$700	\$500
Kansas	Houlton Band of Maliseet Indians	\$300	\$900	\$0	\$0	\$300
Maine	Indian Township of Tribal Government	\$250	\$1,300	\$0	\$0	\$700

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Maine	Penobscot Indian Nation	\$300	\$2,200	\$0	\$0	\$5,000
Maine	Pleasant Point Passamaquoddy	\$450	\$1,500	\$0	\$0	\$7,500
Maine	The Aroostook Band of Micmacs	\$540	\$2,000	\$0	\$0	\$300
Maine	Mashpee Wampanoag Indian Tribal Council	\$600	\$1,500	\$700	\$1,000	\$500
Massachusetts	Grand Traverse Band of Ottawa and Chipewia Indians	\$150	\$350	\$100	\$350	\$350
Michigan	Keweenaw Bay Indian Community	\$450	\$800	\$0	\$0	\$500
Michigan	Pokagon Band of Potawatomi Indians	\$200	\$500	\$200	\$300	\$200
Michigan	Mississippi Band of Choctaw Indians	\$50	\$300	\$50	\$300	\$1,500
Mississippi	Blackfeet Tribal Business Council	\$230	\$2,066	\$0	\$0	\$600
Montana	Chippewa Cree Tribe	\$311	\$930	\$0	\$0	\$250

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Montana	Confederated Salish and Kootenai Tribes	\$850	\$1,225	\$300	\$400	\$1,000
Montana	Fort Belknap Indian Community	\$550	\$1,250	\$0	\$0	\$400
Montana	Fort Peck Assiniboine and Sioux Tribes	\$324	\$1,565	\$0	\$0	\$2,000
Montana	Northern Cheyenne Tribe	\$500	\$1,000	\$0	\$0	\$412
Montana	Five Sandoval	\$40	\$380	\$0	\$0	\$200
New Mexico	Jicarilla Apache Nation	\$75	\$1,050	\$75	\$1,050	\$1050
New Mexico	Nambe Pueblo	\$175	\$1,375	\$0	\$0	\$1,375
New Mexico	Pueblo of Laguna Utility Authority	\$70	\$490	\$0	\$0	\$490
New Mexico	Pueblo of Zuni	\$150	\$300			\$300
New Mexico	Seneca Nation of Indians	\$140	\$726	\$0	\$0	\$675
New York	St. Regis Mohawk Tribe	\$21	\$625	\$0	\$0	\$675
New York	Lumbee Nation	\$100	\$450	\$0	\$0	\$600
North Carolina	Spirit Lake Tribe	\$942	\$2,430	\$500	\$500	\$10,000

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
North Dakota	Standing Rock Sioux	\$300	\$2,730	\$0	\$0	\$300
North Dakota	Three Affiliated Tribes	\$2,013	\$4,422	\$300	\$800	\$800
North Dakota	Turtle Mountain Band of Chippewa Indians	\$400	\$2,200	\$1,400	\$2,000	\$1,300
North Dakota	Alabama-Quasarte Tribal Town	\$74	\$350	\$74	\$350	\$200
Oklahoma	Apache Tribe of Oklahoma	\$100	\$300	\$100	\$300	\$300
Oklahoma	Cherokee Nation	\$165	\$480	\$195	\$390	\$500
Oklahoma	Cheyenne and Arapaho Tribes	\$1	\$350	\$1	\$350	\$450
Oklahoma	Chickasaw Nation	\$1	\$400	\$1	\$400	\$5,000
Oklahoma	Choctaw Nation	\$60	\$600			\$600
Oklahoma	Citizen Potawatomi Nation	\$100	\$500	\$100	\$500	\$2,000
Oklahoma	Comanche Nation of Oklahoma	\$40	\$580	\$40	\$580	\$580

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Oklahoma	Delaware Nation	\$75	\$200	\$75	\$200	\$200
Oklahoma	Delaware Tribe of Indians	\$25	\$400	\$25	\$400	\$400
Oklahoma	Eastern Shawnee	\$100	\$240	\$100	\$240	\$300
Oklahoma	Fort Sill Apache Tribe	\$100	\$200	\$100	\$200	\$400
Oklahoma	Kialegee Tribal Town	\$15	\$300	\$135	\$300	\$300
Oklahoma	Kickapoo Tribe of Oklahoma	\$150	\$400	\$150	\$400	\$400
Oklahoma	Kiowa Tribe	\$100	\$280	\$100	\$280	\$200
Oklahoma	Miami Tribe of Oklahoma	\$1	\$400	\$1	\$400	\$400
Oklahoma	Modoc Tribe of Oklahoma	\$250	\$400	\$0	\$0	\$800
Oklahoma	Muscogee (Creek) Nation	\$190	\$550	\$190	\$550	\$550
Oklahoma	Osage Nation	\$340	\$620	\$400	\$480	\$6,000
Oklahoma	Otoe - Missouri Tribe of Indians	\$60	\$500	\$60	\$500	\$500
Oklahoma	Ottawa Tribe of Oklahoma	\$10	\$400	\$10	\$400	\$400

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Oklahoma	Pawnee Nation of Oklahoma	\$1	\$250	\$1	\$250	\$250
Oklahoma	Ponca Tribe of Oklahoma	\$100	\$200	\$100	\$200	\$200
Oklahoma	Quapaw Tribe of Oklahoma	\$150	\$750	\$150	\$750	\$1,500
Oklahoma	Sac and Fox Nation of Oklahoma	\$200	\$500	\$200	\$500	\$9,000
Oklahoma	Seminole Nation of Oklahoma	\$99	\$318	\$153	\$306	\$250
Oklahoma	Seneca Cayuga Tribe of Oklahoma	\$1	\$450	\$1	\$450	\$650
Oklahoma	Shawnee Tribe	\$100	\$150	\$100	\$150	\$150
Oklahoma	Thlopthlocco Tribal Town	\$74	\$350	\$74	\$350	\$350
Oklahoma	Tonkawa Tribe of Oklahoma	\$75	\$150	\$75	\$150	\$300
Oklahoma	United Keetoowah Band of Cherokee Indians	\$250	\$500	\$300	\$350	\$500
Oklahoma	Wichita and Affiliated Tribes	\$73	\$238	\$73	\$238	\$250

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Oklahoma	Wyandotte Nation	\$100	\$140	\$100	\$140	\$200
Oklahoma	Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians	\$330	\$850	\$330	\$850	\$500
Oregon	Confederated Tribes of Siletz Indians	\$400	\$800	\$0	\$0	\$800
Oregon	Confederated Tribes of the Grand Ronde Community of Oregon	\$340	\$575	\$400	\$550	\$1800
Oregon	Confederated Tribes of Warm Springs	\$250	\$550	\$250	\$550	\$500
Oregon	Cow Creek Band of Umpqua Tribe of Indians	\$330	\$850	\$250	\$550	\$500
Oregon	Klamath Tribes	\$250	\$550	\$20	\$80	\$500
Oregon	Narragansett Indian Tribe	\$325	\$400	\$100	\$150	\$400
Rhode Island	Cheyenne River Sioux Tribe	\$105	\$615	\$170	\$475	\$800
South Dakota	Lower Brule Sioux Tribe	\$240	\$738	\$0	\$0	\$400

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
South Dakota	Oglala Sioux Tribe	\$200	\$500	\$200	\$300	\$300
South Dakota	Rosebud Sioux Tribe	\$150	\$830	\$0	\$0	\$830
South Dakota	Yankton Sioux	\$400	\$450	\$0	\$0	\$400
South Dakota	Paiute Indian Tribe of Utah	\$243	\$556	\$187	\$719	\$500
Utah	Ute Tribe	\$8	\$217	\$24	\$217	\$1,000
Utah	Confederated Tribes of the Colville Reservation	\$300	\$600	\$300	\$425	\$350
Washington	Jamestown S'Klallam Tribe	\$100	\$1,000	\$0	\$0	\$250
Washington	Confederated Tribes and Bands of the Yakama Nation	\$205	\$270	\$50	\$300	\$300
Washington	Hoh Indian Tribe	\$250	\$400	\$0	\$0	\$400
Washington	Kalispel Tribe of Indians	\$210	\$540	\$0	\$0	\$540
Washington	Lower Elwha Klallam Tribe	\$25	\$700	\$0	\$0	\$700
Washington	Lummi Indian Business Council	\$350	\$380	\$0	\$0	\$350

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Washington	Makah Indian Tribe	\$150	\$450	\$0	\$0	\$450
Washington	Muckleshoot Indian Tribe	\$70	\$350	\$0	\$0	\$200
Washington	Nooksack Indian Tribe	\$350	\$500	\$0	\$0	\$500
Washington	Port Gamble S'Klallam Tribe	\$200	\$425	\$0	\$0	\$637
Washington	Quileute Indian Tribe	\$7	\$650	\$0	\$0	\$650
Washington	Quinault Indian Nation	\$228	\$1,235	\$0	\$0	\$500
Washington	Samish Indian Nation	\$25	\$1,500	\$1	\$500	\$1,000
Washington	Small Tribes Organization of Western Washington	\$500	\$830	\$0	\$0	\$500
Washington	South Puget Intertribal Planning Agency	\$285	\$1,000	\$0	\$0	\$1,000
Washington	Spokane Tribe	\$200	\$400	\$0	\$0	\$400
Washington	Suquamish Indian Tribe of the Port of Madison Reservation	\$200	\$700	\$200	\$700	\$700

State	Tribe	Min. Heating Benefit	Max. Heating Benefit	Min. Cooling Benefit	Max. Cooling Benefit	Emergency / Crisis Benefit Max.
Washington	Swinomish Indian Tribal Community	\$30	\$760	\$0	\$0	\$760
Washington	Eastern Shoshone Tribe	\$240	\$140	\$0	\$0	\$1,000
Wyoming	Northern Arapaho Tribe	\$113	\$884	\$0	\$0	\$500

How will I receive LIHEAP benefits?

LIHEAP benefits are paid directly to the utility company that provides your utilities. The only exception is if you rent a home, apartment or other dwelling and your heat is included in your rent. If this applies to you, your LIHEAP benefits may be distributed to your landlord.

Unlike other public assistance programs, LIHEAP benefits are paid just once every 12 months, unless you qualify for emergency assistance. LIHEAP benefits are distributed within 45 days of your application approval.



Applying for LIHEAP

To receive LIHEAP benefits, you must apply in the state, U.S. territory or tribal council in which you live. Depending on where you live, you may be able to apply for benefits in the following ways:

- Online
- By phone
- In person
- By mail
- By fax
- By email

Most locations have several agencies that oversee the application process, known as community action agencies (CAAs). To locate your local CAA, refer to the “State and Territory LIHEAP Contact Information” section found on [page 9](#) of this guide and click on the link next to where you live. The link will provide you with a map or search tool to find your nearest LIHEAP agency.

Application Timeframes

You must apply for LIHEAP benefits according to the application timeframe in your area. Some locations accept applications year-round, while others have deadlines for applying to the program. The table below includes information about application timeframes by location.

Note: One asterisk (*) indicates the information is not available.

State	Application Timeframe for Regular Heating Assistance	Application Timeframe for Regular Cooling Assistance	Application Timeframe for Crisis Assistance
Alabama	October 1 - May 31	June 1 - September 30	Same timeframe as regular heating and cooling
Alaska	October 1 - April 30	No cooling assistance	November 1 - April 30
American Samoa	No heating assistance	Year-round	Year-round
Arizona	Year-round	Year-round	Year-round
Arkansas	Year-round	Year-round	Year-round
California	Year-round	Year-round	Year-round
Colorado	November 1 - April 30	No cooling assistance	Year-round
Commonwealth Northern Mariana Islands (CNMI)	No heating assistance	Year-round	Year-round
Connecticut	November 13 - March 16	No cooling assistance	November 13 - March 16
Delaware	October 1 - April 30	May 1 - August 31	Year-round
District of Columbia	Year-round	Year-round	Year-round

State	Application Timeframe for Regular Heating Assistance	Application Timeframe for Regular Cooling Assistance	Application Timeframe for Crisis Assistance
Florida	October 1 - March 31	April 1 - September 30	Year-round
Georgia	November 1 to March 31	April 1 - June 30	November 1 - March 31
Guam	*	*	*
Hawaii	March 2 - September 30	March 2 - September 30	Year-round
Idaho	October 1 - June 30	No cooling assistance	Year-round
Illinois	October 1 - May 31	No cooling assistance	October 1 - May 31
Indiana	October 1 - May 15	June 1 - August 21	November 1 - August 21
Iowa	October 1 - April 30	No cooling assistance	Year-round
Kansas	December 16 - March 31	No cooling assistance	December 16 - March 31
Kentucky	November 4 - December 13	No cooling assistance	January 6 - March 31
Louisiana	November 15 - to March 31	March 15 - September 30	Year-round
Maine	October 1 - July 15	No cooling assistance	November 1 - April 30
Maryland	October 1 - May 31	May 1 - September 30	November 1 - May 31
Massachusetts	November 1 - April 30	No cooling assistance	November 1 - April 30
Michigan	January 1 - September 30	No cooling assistance	Year-round
Minnesota	October 1 - May 31	No cooling assistance	October 1 - June 30
Mississippi	October 1 - April 30	May 1 - September 30	Year-round
Missouri	November 1 - March 31	No cooling assistance	November 1 - September 30

State	Application Timeframe for Regular Heating Assistance	Application Timeframe for Regular Cooling Assistance	Application Timeframe for Crisis Assistance
Montana	October 1 - April 30	No cooling assistance	Year-round
Nebraska	October 1 - March 31	June 1 - August 31	Year-round
Nevada	Year-round	Year-round	Year-round
New Hampshire	Year-round	No cooling assistance	Year-round
New Jersey	October 1 - August 31	October 1 - August 31	October 1 - August 31
New Mexico	Year-round	Year-round	Year-round
New York	November 12 - March 16	May 1 - August 31	January 2 - March 16
North Carolina	Households with a disabled member or a member age 60 or older can apply early, between December 1 - 31. All other households can apply January 1 - March 31	No cooling assistance	Year-round
North Dakota	October 1 - May 31	Year-round	Year-round
Ohio	Year-round	No cooling assistance	Winter crisis: November 1 - March 31 Summer crisis: July 1 - August 31
Oklahoma	October 15 - February 14	June 1 - August 31	Year-round
Oregon	Year-round	Year-round	Year-round
Pennsylvania	November 1 - April 10	No cooling assistance	November 1 - April 10
Puerto Rico	No heating assistance	March 2 - September 30	March 2 - September 30

State	Application Timeframe for Regular Heating Assistance	Application Timeframe for Regular Cooling Assistance	Application Timeframe for Crisis Assistance
Rhode Island	Year-round	No cooling assistance	Year-round
South Carolina	October 1 - April 30	May 1 - September 30	January 1 - September 30
South Dakota	Year-round	No cooling assistance	Year-round
Tennessee	Year-round	Year-round	Year-round
Texas	Year-round	Year-round	October 1 - August 30
U.S. Virgin Islands	*	*	*
Utah	October 1 - April 30	No cooling assistance	Year-round
Vermont	Year-round	No cooling assistance	Year-round
Virginia	October 8 - November 8	June 15 - August 17	November 1 - March 16
Washington	Year-round	Year-round	Year-round
West Virginia	October 1 - March 31	May 1 - September 30	Year-round
Wisconsin	October 1 - May 15	No cooling assistance	Year-round
Wyoming	October 1 - May 31	No cooling assistance	October 1 - April 15

Information Needed to Apply for LIHEAP

During the LIHEAP application process, you will need to provide a variety of information. Although the application process varies slightly depending on where you live, you will generally need to provide the following information to your community action agency:

- **Personal information**
 - Full names, dates of birth and Social Security numbers (if applicable) of all members in your household.
- **Income information**
 - Salary and wages for all members of the household
- **Utility information**
 - Fuel type and bill information
- **Citizenship and residency information**
 - At least one member of the household must be a citizen or legal nonresident

- Bank statements
- Tax returns
- Employer letter
- W-2 or 1099

Documents Verifying Utility Information

- Current utility bill
- Past due statement
- Notice of disconnect or imminent shut off
- Copy of rental agreement (if renting) showing that utilities are included in the monthly rent (must state the monthly rental amount and landlord contact information)

Documents Verifying Citizenship

- Birth certificate
- U.S. passport
- Social Security Card
- Permanent resident card (green card)
- Certificate of Naturalization

Documents Verifying Residency

- Copy of lease
- Mortgage documents
- Utility bills
- Property tax documents

Documents Needed to Apply for LIHEAP

In order to verify the information listed above, you may be required to provide some of the following documents during the LIHEAP application process.

Documents Verifying Personal Information and Identity

- Driver's license
- State-issued ID
- Student ID
- Social Security card
- Birth certificate

Documents Verifying Income

- Recent pay stubs

How to Apply for LIHEAP in Each State and Territory

01 Alabama

- Contact your local Community Action Agency to learn how to apply: <https://adeca.alabama.gov/Divisions/energy/liap/Documents/LIHEAP%20map.pdf>
- Download the Alabama Application for Assistance to get started before your visit: <https://adeca.alabama.gov/Divisions/energy/liap/News/Application%20for%20Assistance.pdf>

02 Alaska

- Apply online during open enrollment using the link: <http://www.heatinghelp.alaska.gov/> (This link will only be available during open enrollment for LIHEAP, which begins on October 1)
- Apply in person at your local public assistance office, WIC office, senior center, or vendor location. Find the nearest office here: <http://dhss.alaska.gov/dpa/Pages/contacts.aspx>
- Request a paper application be mailed to you by calling the Heating Assistance Office at (800) 470-3058 or emailing them at liheap@alaska.gov. Submit completed applications by fax to (888) 282-3319 or by mail to:

Heating Assistance Office
PO Box 110642
Juneau, AK 99811-0642

03 American Samoa

- To learn how to apply, call the Territorial Energy Office at (684) 699-1101 or (684) 699-1102 or email malelega@gmail.com.

04 Arizona

- Contact your local Community Action Agency to learn how to apply in person. Find the nearest office here: <https://des.az.gov/services/basic-needs/community-action-agencies>
 - Appointments are required.

05 Arkansas

- Apply by mail using the Arkansas Home Energy Assistance Program Application: <https://humanservices.arkansas.gov/images/uploads/dco/LIHEAPApplication2020.pdf>
 - Application instructions can be found here: <https://humanservices.arkansas.gov/images/uploads/dco/INSTRUCTIONS%20DCO%209495-APPLICATION.pdf>
 - You must mail the completed application to your local Community Action Agency: https://humanservices.arkansas.gov/images/uploads/dco/Arkansas_Community_Action_Agencies.pdf
- Contact your local Community Action Agency to learn about other options. Find your nearest office here: https://humanservices.arkansas.gov/images/uploads/dco/Arkansas_Community_Action_Agencies.pdf

06 California

- Contact your local county office to learn how to apply. Use the search tool here: <https://csd.ca.gov/Pages/FindServicesInYourArea.aspx>

07 Colorado

- Apply online through the Colorado PEAK online portal: <https://coloradopeak.secure.force.com/>
- Apply by phone by calling (866) 432-8435

08 Commonwealth of Northern Mariana Islands (CNMI)

- To learn how to apply, call the Department of Community & Cultural Affairs at (670) 664-2571 or email roselleteregeyo@gmail.com.

09 Connecticut

- Contact your local Community Action Agency to learn how to apply in person. Find your nearest office here: <https://www.cafca.org/agencies/>

10 Delaware

- Contact your local Catholic Charities office:
 - Kent County: (302) 674-1782
 - New Castle County: (302) 654-9295
 - Sussex County: (302) 856-6310

11 District of Columbia

- Apply online for energy assistance: <https://doee.libera.com/portal/Login.aspx?ReturnUrl=%2fportal%2fdefault.aspx>
- Apply in person by calling 311 to schedule an appointment.

12 Florida

- Apply online if your area has an online option. See which community action agencies have online applications here: <http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>
- Contact your local LIHEAP provider to learn how to apply in person. Find a list of offices here: <http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/contact-your-local-liheap-provider-for-help>

13 Georgia

- Contact your local Community Action Agency to learn how to apply. Use the finder tool here: <http://www.georgiacaa.org/membership/agency-finder/>

14 Guam

- To learn how to apply, call the Guam Department of Public Health and Social Services at (671) 475-2653 or email elizabeth.ignacio@dphss.guam.gov.

15 Hawaii

- Apply by mail or email using the Hawaii Application for LIHEAP: <https://humanservices.hawaii.gov/wp-content/uploads/2017/10/L-1-2018-Application.pdf>
 - You must send the completed application to your local Community Action Agency. Mailing addresses can be found here: <https://humanservices.hawaii.gov/wp-content/uploads/2020/04/LIHEAP-Flyer-2020.pdf>
- Contact your local LIHEAP Office to learn about applying in person. Find a list of locations here: <https://humanservices.hawaii.gov/wp-content/uploads/2020/04/LIHEAP-Flyer-2020.pdf>

16 Idaho

- Apply online with the Community Action Client Portal: https://app.caseworthy.com/CaseWorthy_8_0/PortalDefault.aspx?DatabaseID=268&#/PortalDefault
- You may also be able to apply in person, by mail or by email through your local Community Action Agency with a completed application: https://313ddc1f-8057-4cc8-8acd-9a7f9c4e94e3.filesusr.com/ugd/55feb9_c2be48f583a040cfac0959eaf4de09c8.pdf
 - Find your local Community Action Agency here: <https://www.capai.org/liheap>

17 Illinois

- Apply remotely. To see which Community Action Agencies offer remote application options, find your local agency here: <https://www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/CommunityActionAgencies/Pages/default.aspx>
- Call your local Community Action Agency to learn about in-person application appointments. Use the link above to find contact information.

18 Indiana

- Apply online through the Indiana Energy Assistance Client Portal: <https://ihcda.azurewebsites.us/portal/>
 - If your service is about to be disconnected or has already been shut off, contact your local LIHEAP office for an appointment rather than applying online. Find a list of offices by county here: <https://www.in.gov/ihcda/files/Local%20Intake%20Sites%20by%20County%202019-2020.pdf>
- Apply in person at your local LIHEAP office. Contact the office for an appointment: <https://www.in.gov/ihcda/files/Local%20Intake%20Sites%20by%20County%202019-2020.pdf>

19 Iowa

- Contact your local Community Action Outreach office to learn how to apply. Find a list of locations here: <https://humanrights.iowa.gov/dcaa/where-apply>

20 Kansas

- Apply online through the Kansas Online Application for Benefits: <http://www.dcf.ks.gov/services/eas/Pages/Application-for-benefits.aspx>
- Apply by mail, fax, or email using the Kansas Low Income Energy Assistance Program (LIEAP) Application: <http://content.dcf.ks.gov/EES/KEESM/Forms/LIEAP%20Application%20-%20English.pdf>

21 Kentucky

- For information on how to apply to LIHEAP, call 1-800-456-3452 or (502) 564-3440.

22 Louisiana

- Contact a LIHEAP provider to learn how to apply. Access the provider directory here: https://www.lhc.la.gov/hubfs/Document%20Libraries/Energy%20Assistance/LIHEAP_Provider_Directory_-Revised%2005%2011%202020.pdf

23 Maine

- Apply through your local Community Action Agency. Find a list of locations here: <https://www.maine.gov/legis/housedems/liheap.htm>
 - Call your CAA first to set up an appointment.

24 Maryland

- Apply online through the Maryland MyDHR Portal: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>
- Download and print the Maryland Energy Assistance Application: <https://dhs.maryland.gov/documents/DHR%20Forms/FIA%20Forms/English/OHEP/OHEP2021-Application-and-Instructions-English.pdf>
 - Bring the completed application to your local energy assistance office. Find a list of locations here: <https://dhs.maryland.gov/office-of-home-energy-programs/local-home-energy-program-office/>
- Request an application by mail by calling your local energy assistance office. If you need help applying or finding the number for your local office, call 1-800-332-6347.

25 Massachusetts

- First-time applicants must apply in person. Find a list of agencies here: <https://hedfuel.azurewebsites.net/>
- Repeat applicants will receive an application directly by mail each year.
- Apply by phone. Call the Cold Relief Hotline at (800) 632-8175 or call your local agency: <https://hedfuel.azurewebsites.net/>

26 Michigan

- Apply online through the Michigan Benefits Application Portal: https://newmibridges.michigan.gov/s/isd-landing-page?language=en_US
- Apply in person at your local LIHEAP office. Find a list of locations here: https://www.michigan.gov/mdhhs/0,5885,7-339-73970_5461---,00.html

27 Minnesota

- Apply using the Minnesota Energy Program Application. You can download and fill it out using a computer, or you may print it out and complete it by hand: <https://mn.gov/commerce-stat/pdfs/application-english-fillable.pdf>
- Mail the completed application form to your nearest Energy Assistance Provider (EAP). Call 1-800-657-3710 or view this list of EAPs to find a provider in your area: <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/eap-provider.jsp>
- You may also contact your EAP to request an application form by mail.

28 Mississippi

- Apply online using the Mississippi Virtual ROMA System: <https://virtualroma.mdhs.ms.gov/>
- If you do not have access to a computer, call your local Community Action Agency for application assistance. Find a list of locations here: <https://www.mdhs.ms.gov/local-service-agency/>

29 Missouri

- Apply by mail using the Missouri Application for Financial Help to Heat or Cool Your Home: <https://dss.mo.gov/fsd/formsmanual/EA-1-Application-for-the-Low-Income-Home-Energy-Assistance-Program.pdf>
- Send your application to your local Contracted Agency. Find a list here: <https://dss.mo.gov/fsd/energy-assistance/pdf/liheap-contracted-agencies.pdf>
- You can also request an application by mail. Call 855-373-4636

30 Montana

- Apply by mail with the Montana LIEAP and Weatherization Application: <https://dphhs.mt.gov/Portals/85/hcsd/documents/lieap/LIEAPApplication.pdf>
- Call your local LIEAP office to learn about how to apply in person. Find a list of locations here: <https://dphhs.mt.gov/hcsd/energyassistance/lieapoffices>

31 Nebraska

- Apply online through the ACCESSNebraska portal: <https://dhhs-access-neb-menu.ne.gov/start/?tl=en>
- Apply by phone by calling the ACCESSNebraska hotline at (800) 383-4278.

32 Nevada

- Print a Nevada Energy Assistance Application from the DWSS website: https://dwss.nv.gov/uploadedFiles/dwssnvgov/content/Home/Features/Forms/2824-EL_Energy%20Assistance%20Application.pdf
 - **Mail or fax** the completed application to this office if you are in Las Vegas / North Las Vegas:
Energy Assistance Program
3330 E. Flamingo Rd., #55
Las Vegas, NV 89121
Fax: (702) 486-1441

- **Mail or fax** the completed application to this office if you are in any other area:
Energy Assistance Program
2527 N. Carson St., #260
Carson City, NV 89706
Fax: (775) 684-0740
- **Email** the completed application to energyassistance@dwss.nv.gov.
- **Drop** the completed application at any DWSS drop box. A list of all DWSS offices can be found here, categorized by department: <https://dwss.nv.gov/Contact/Welfare/>
- Request a paper application be mailed to you by calling an EAP office at one of these numbers:
 - EAP North Office: (775) 684-0730
 - EAP South Office: (702) 486-1404
- Apply in person at an EAP intake site to receive application assistance and help mailing the form to the EAP office.
 - Find a list of northern intake offices here: https://dwss.nv.gov/Contact/Energy_Assistance_Intake_Sites-N/
 - Find a list of southern intake offices here: https://dwss.nv.gov/Contact/Energy_Assistance_Intake_Sites-S/
- Pick up a paper application at a DWSS office.

33 New Hampshire

- Apply with your local Community Action Agency. Find a list of locations here: <https://www.nh.gov/osi/energy/programs/fuel-assistance/agencies.htm>
 - Appointments are required

34 New Jersey

- Complete a New Jersey Home Energy/USF/Weatherization Program Application: <https://www.nj.gov/dca/divisions/dhcr/offices/agencydirectorylist.html>
- Submit the application to your local Community Action Agency. Find a list of locations here: <https://www.nj.gov/dca/divisions/dhcr/offices/agencydirectorylist.html>

35 New Mexico

- Apply online through the YesNM Portal: <https://www.yes.state.nm.us/yesnm/home/index>
- Apply by mail or fax using the New Mexico LIHEAP Application: https://www.hsd.state.nm.us/uploads/files/Looking%20for%20Assistance_Apply%20for%20Benefits/Income%20Support/Low%20Income%20Home%20Energy%20Assistance%20Program/LHP%20602%20LIHEAP%20Application%20Revised%2083116_fillable.pdf
- Drop off a completed application at a local Income Support Division (ISD) office. Find a list of locations here: https://www.hsd.state.nm.us/LookingForAssistance/Field_Offices_1.aspx

36 New York

- If you live outside of New York City, you can apply online through the New York myBenefits portal. Note: New York City residents cannot apply for HEAP benefits online. Access the portal here: <https://www.mybenefits.ny.gov/mybenefits/begin>
- Apply in person at your local HEAP District Contact office, regardless of where you live. Find a list of locations here: <https://otda.ny.gov/programs/heap/contacts/>
- Apply by mail by downloading and printing the HEAP application here (note that the link will only work while applications are being accepted): <https://otda.ny.gov/programs/applications/3421.pdf>
 - If you live outside of New York City, mail the completed application to your nearest HEAP District Office.
 - If you live in New York City, mail the completed application to:
HRA/HEAP
PO Box 1401
Church Street Station, New York, NY 10008

37 North Carolina

- Call your local Department of Social Services office to learn how to apply for LIEAP. Use the map tool to find your nearest office here: <https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>

38 North Dakota

- Apply by mail using the North Dakota Energy Assistance Program Application: <https://apps.nd.gov/itd/recmgmt/rm/stFrm/eforms/Doc/sfn00529.pdf>
- Contact your local county Social Services office to request an application in the mail. Find a list of locations here: <https://www.nd.gov/dhs/locations/countysocialserv/index.html>

39 Ohio

- Start your application online through the Ohio Development Services Agency website: <http://www.energyhelp.ohio.gov/>
 - You must contact your local Energy Assistance Provider to complete the application. Find a list of locations here: https://development.ohio.gov/is/is_heapsummer_prov.htm
- Apply by mail with the Ohio Energy Assistance Programs Application: <https://www.development.ohio.gov/files/is/2020-2021-HEAP-App-BW.pdf>
 - Applications can be mailed to:
HEAP
PO Box 1240
Columbus, Ohio 43216
 - You can also get an application by visiting your Local Energy Assistance provider, library, county department of Job and Family Services or Area Agency on Aging.

40 Oklahoma

- Apply online through the OKDHS Live website: <http://www.okdhslive.org/>
- Contact your local DHS Human Services Center to learn how to apply in person. Find a list of locations here: <http://www.okdhs.org/countyoffices/Pages/default.aspx>

41 Oregon

- Contact your local Community Action Agency to learn how to apply. Find a list of locations here: <https://www.oregon.gov/ohcs/energy-weatherization/Pages/utility-bill-payment-assistance.aspx>

42 Pennsylvania

- Apply online through the Pennsylvania COMPASS tool: <http://www.compass.state.pa.us/>
- Submit a completed Pennsylvania Application for Benefits to your local county assistance office: <https://www.dhs.pa.gov/Services/Assistance/Documents/Benefits%20Applications/PA-600-2-20-Final.pdf>
- Find a list of locations here: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>
- Contact your local county assistance office to learn about in-person application methods. Find a list of locations here: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>

43 Puerto Rico

- To learn how to apply, call the Department of Families at (787) 289-7600 ext. 2527 or email mimartinez@adsef.gobierno.pr.

44 Rhode Island

- If you are a new applicant, the RI Department of Human Services recommends applying in person at your local Community Action Program (CAP) agency. Find a list of locations: <https://www.ricommunityaction.org/member-services/default.aspx>
 - If you have received heating assistance benefits in the year prior, you will likely receive application renewal forms from your local CAP agency. Be sure to update your address with your local CAP agency if necessary to ensure you receive the forms.
- If you are elderly or disabled, the CAP agency will arrange for you to apply at an intake site.

45 South Carolina

- Begin the application process online using the LITTLite portal here: <https://littlitesc.azurewebsites.net>
- Or, download the LITTLite app on the App Store or on Google Play.
- Contact your local Community Action Agency to learn about application methods. Find a list of locations here: <http://oeo.sc.gov/help.html>

46 South Dakota

- Apply online through the South Dakota Department of Social Services website: <https://apps.sd.gov/SS36SNAP/Web/Portal/Default.aspx>
- Complete the South Dakota Fillable Statewide Application for Energy Assistance/Weatherization (found here: <https://dss.sd.gov/formsandpubs/docs/ENERGY/energyassistanceapplication.pdf>) and mail it to:
Office of Energy Assistance
910 E. Sioux Avenue
Pierre, SD 57501

47 Tennessee

- Contact your local LIHEAP agency. Find a list of locations here: <https://s3.amazonaws.com/thda.org/Documents/Business-Partners/Grant-Administrators/LIHEAP/LIHEAP-Flyer.pdf>

48 Texas

- Contact your nearest community agency. Find a list of locations here: <https://www.tdhca.state.tx.us/texans.htm>

49 Utah

- Apply online through the Utah State Energy Assistance portal: <https://sealapp.utah.gov/index.do>
- Apply by mail using the Utah HEAT Application: https://jobs.utah.gov/housing/scso/seal/documents/873_874.pdf
- Apply by phone by calling the HEAT program line at 1-866-205-4357

50 U.S. Virgin Islands

- To learn how to apply, call the Department of Human Services at (340) 774-1166 ext. 4103 or email warrentbush@gmail.com.

51 Vermont

- Apply online for Vermont Fuel Assistance: <https://dcf.vermont.gov/mybenefits/apply>
- Apply in person by visiting your local district office. Find a list of locations here: <https://dcf.vermont.gov/esd/contact-us/districts>
 - You can get a form from the office, or fill out this form before visiting: <https://dcf.vermont.gov/sites/dcf/files/ESD/Forms/200-299/201SFREV.pdf>
- *Note:* If you received fuel assistance in the prior season, you will receive an annual review form. After completing the form, the department will determine your eligibility for assistance this season. Review forms must be completed each year you need assistance.

52 Virginia

- Apply online using the Virginia CommonHelp portal: <https://commonhelp.virginia.gov/access/>
- Complete the Fuel Assistance Application: https://www.dss.virginia.gov/files/division/bp/ea/intro_page/fuel_assistance/forms/032-03-0650-11-eng.pdf
 - Submit the completed application to your local Department of Social Services (DSS) location: <https://www.dss.virginia.gov/localagency/index.cgi>
 - For emergency assistance, complete the crisis application: https://www.dss.virginia.gov/files/division/bp/ea/intro_page/crisis_assistance/forms/032-03-0651-12-eng.pdf
- Apply by phone by calling the Enterprise Customer Service Center at (855)-635-4370

53 Washington

- Contact your local LIHEAP agency to inquire about in-person application options. Find a list of locations here: <https://fortress.wa.gov/com/liheappublic/map.aspx>
- Schedule an appointment online using the Washington prescreening and scheduling tool: <https://fortress.wa.gov/com/liheappublic/default.aspx?v=sp>

54 West Virginia

- Apply online through WVPath: <https://www.wvpath.org/>
- Contact your nearest Department of Health and Human Resources office to get an application form and learn about in-person application options. Find a list of office locations here: <https://dhhr.wv.gov/bms/Pages/Field-Offices.aspx>

55 Wisconsin

- Apply online using the Home Energy Plus Application portal here: <https://energybenefit.wi.gov/OnlineApps/OnlineApp/Default#!>
- Call (866) 432-8947 or contact your local Wisconsin Home Energy Assistance Program (WHEAP) agency to learn about in-person application methods. Find a list of locations here: http://homeenergyplus.wi.gov/section_archive.asp?linkid=119&locid=25

56 Wyoming

- Apply online: <https://www.wyolieap.com/Application/>
- Apply by mail, fax, email or drop off using the Wyoming LIHEAP application: https://www.lieapwyo.org/uploads/8/5/5/9/85593736/2019-2020_generic_application.pdf
- Contact information for returning the completed application is included on the application.
- You may also call (800)-246-4221 or visit a Department of Family Service (DFS) location to request an application form.
- *Note:* If you applied in the last season, you will receive a new LIEAP application in the mail.

How to Apply in Tribal Organizations

Members of federally recognized tribes and tribal organizations must apply for LIHEAP with their tribe's LIHEAP coordinator. There are currently 154 tribes that participate in the program. The following states have tribes and tribal organizations that participate in LIHEAP:

- Alabama
- Alaska
- Arizona
- California
- Connecticut
- Idaho
- Kansas
- Maine
- Massachusetts
- Michigan
- Mississippi
- Montana
- New Mexico
- New York
- North Carolina
- North Dakota
- Oklahoma
- Oregon
- Rhode Island
- South Dakota
- Utah

- Washington
- Wyoming

Tribal members interested in receiving LIHEAP benefits can check to see if their tribe participates in LIHEAP using the LIHEAP Tribal Map page provided by the Office of Family Services here: <https://www.acf.hhs.gov/ocs/liheap-tribal-contact-listing>.

The map also provides the necessary contact information for each tribe. To learn how to apply for LIHEAP through a tribal organization, applicants must inquire with their tribe's LIHEAP coordinator.

After Applying for LIHEAP

After you apply for energy assistance, you are generally still required to continue paying your utility bills. Completing an application for energy assistance will not prevent service disconnections or shut offs, so it is important to make payments while waiting for application approval. Most LIHEAP applications for regular energy assistance are processed within 30 days. If you apply for emergency assistance or are in a crisis, you may hear back in as little as 18 hours.



LIHEAP Denials and Appeals

If your LIHEAP application is denied, you have the right to appeal the decision. The agency will then determine if you were wrongly denied energy assistance. The general steps outlined in the sections below can help you learn how to file an appeal.

Reasons for an Application Denial

If your LIHEAP application is rejected, the Community Action Agency (CAA) will provide you with a denial notice, usually through mail or email. The notice typically includes the reason for your rejection as well as your next steps for appeal.

You may be denied due to ineligibility, which means you do not meet your state, territory or tribe's program criteria. For example, your income may be too high for you to qualify.

Another common reason for denial is missing information on the application. You must be sure to provide all necessary information and documents during the application process. If your application contains errors or has missing information, you will likely be denied benefits because the CAA cannot verify your eligibility. If you are missing information or documentation, the denial notice may let you know what is missing.

When to File an Appeal

If you believe you were wrongly denied LIHEAP benefits, file an appeal with your local agency that handled your application. The denial notice may tell you how many days you have to file an appeal. Generally, it is best to file an appeal as soon as you can.

How to File an Appeal

Your denial notice will usually explain the appeals process. Since each state, territory and participating tribal agency operates its own LIHEAP, the process for filing an appeal varies slightly. However, there is a general appeal process that agencies follow when issuing an application denial.

- 01 Find the reason for denial.** Your denial letter will state the reason you did not qualify for LIHEAP.
- 02 Respond to the notice. Follow instructions to file a first appeal.** Depending on the reason for your application denial, you may need to provide additional documents to prove your eligibility. Refer to the “Documents Needed to Apply for LIHEAP” section on [page 58](#) of this guide for a list of documents you need to verify your eligibility during the application process.
- 03 Receive a second notice of determination.** If your application is denied again and you are unsatisfied with the decision, proceed to step 4.
- 04 Request a fair hearing with the local agency.** The denial letter provides instructions for requesting a hearing, during which you make your case for why you believe you were wrongly denied benefits. Be sure to bring any evidence that can help your case.
- 05 Receive a final decision.** The state, territory or tribal LIHEAP department will send you a written decision after the hearing. If your appeal is not granted, and you still do not qualify for benefits, you can apply for the program at a later time if your situation changes.

To start your appeal, contact your local agency and notify them of your desire to appeal. Refer to the “State and Territory LIHEAP Contact Information” section on [page 9](#) of this guide for local contact information.

Fair Hearings

A hearing is a standard part of the appeal process that allows you to present evidence for your case. Your local agency is required to assist in scheduling the hearing and contacting the overhead department.

Depending on where you live, the hearing can take place in person or over the phone. It will be conducted by an unbiased third party. Your local CAA will work with you to determine a reasonable date, time and location for the hearing. Find your nearest agency’s contact information in the “State and Territory LIHEAP Contact Information” section on [page 9](#) of this guide.

If you cannot attend the hearing or prefer not to, you may be allowed to grant the following individuals authorization to attend the hearing on your behalf:

- A relative
- An authorized representative
- A friend
- A legal counselor

After your hearing, the state, territory or tribal LIHEAP department will review your case and notify you of their decision via a written final decision. If the decision is not overturned and you are denied benefits, you may be eligible for a second appeal to a

higher authority. The written final decision will include instructions for this process if you qualify.

If you do not agree with how your local agency or state, territory or tribal department handled your case, or if you suspect fraud, contact the federal LIHEAP office. Find federal LIHEAP contact information in the “Federal LIHEAP Contact Information” section on [page 8](#) of this guide.



Weatherization Assistance Program (WAP)

The Weatherization Assistance Program (WAP) is a free service available to income-eligible families that aims to reduce overall energy costs through home improvements. By increasing the energy efficiency of their homes, beneficiaries can lower their heating and cooling costs. These upgrades also contribute to added safety and improved health of those living in the home.

What services qualify as weatherization?

Weatherization refers to any repairs, upgrades or modifications that help improve a home's energy efficiency. The following services are provided through WAP and fall under the term "weatherization":

- Installing insulation
- Performing safety tests on heating and cooling systems
- Cleaning, tuning, repairing, or replacing heating or cooling systems
- Sealing drafty doors and windows
- Repairing or replacing water heaters, as well as installing water heater insulation
- Installing low-flow showerheads
- Replacing old doors or windows
- Installing smoke detectors and carbon monoxide detectors
- Repairing leaks in ceilings, floors or pipes
- Installing efficient light bulbs
- Evaluating mold and moisture issues
- Repairing or replacing appliances
- Installing programmable thermostats
- Installing solar water heating system
- Insulating pipes
- Installing window film or awnings to block the sun
- Evaluating moisture or mold hazards
- Installing ventilation systems to improve air quality

Local professionals who are partnered with WAP visit the homes of program participants to perform a thorough home analysis, also known as an energy audit. During the audit, the professionals determine which of the above weatherization services are necessary to improve energy efficiency. If new equipment or appliances are installed, the professionals will teach the homeowners how to operate them and ensure they understand all safety procedures.

The average cost of weatherization services per home is \$4,695. Homeowners who qualify for the program receive these services at no cost to them, as the program is federally funded.

Benefits of Weatherization

WAP-approved households receive many benefits from participation in the program:

- **Lower utility bills.** Weatherization reduces the total amount of energy that a home uses, resulting in lower energy costs.
- **Extended life of appliances.** HVAC units do not work as hard when the home is properly sealed, which means they may last longer.
- **Improved quality of life.** Families living in weatherized homes can see improvements in air quality, which helps those with respiratory complications (like asthma) breathe easier.
- **Lower environmental impact.** Weatherized homes make less of an impact on their

surrounding environments, emitting less greenhouse gases and relying on renewable sources of energy.

WAP Eligibility

Like LIHEAP, eligibility for WAP is primarily based on income. The program is open to families with incomes at or below 200 percent of the federal poverty guidelines (FPL). Some states instead use 60 percent of the state's median annual income. Priority is given to:

- Elderly residents 60 years of age or older
- Residents with disabilities
- Households with young children

If you participate in the following forms of public assistance, you may automatically qualify for WAP:

- Supplemental Nutrition Assistance Program (SNAP)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI or disability benefits)

WAP applicants may have their home weatherized whether they rent or own the home. If applicants rent an apartment in a multi-family building, the building itself may have to meet certain eligibility criteria before an individual unit can receive WAP services. WAP may help facilitate communication between you, your neighbors and your landlord or building owner about the need for weatherization.

How to Apply to WAP

To receive weatherization services through WAP, you must apply with your state, territory or tribal agency. Like LIHEAP, WAP is administered at the local level. However, there is a standard application process that all weatherization administrators implement when determining eligibility for the program.

01 Determine your eligibility. If your income is at or below 60 percent of the state's median annual income, you may qualify for benefits.

02 Find your local weatherization provider. Each state, territory and tribal organization has a list of approved weatherization providers. You can find your area provider's contact information in the next section, "WAP Contact Information by Location," on [page 81](#).

03 Apply with your provider. In most cases, you must contact your provider to apply directly with them. You must provide proof of income from the prior year, such as:

- Pay stubs
- Bank statements
- W-2
- Social Security payments

WAP Contact Information by Location

The table below provides contact information for the weatherization administrator in each state and territory. Use the link provided in the “Website” column to find contact information for providers in your specific county, city or town to apply to WAP or inquire about program specifications.

Note: Information for tribes and tribal organizations is not provided in the table. Tribal members interested in the program must contact their tribe’s LIHEAP administrator to determine if WAP is available. Refer to the “Tribal LIHEAP Contact Information” section on [page 15](#) of this guide for a link to an interactive contact map for all participating tribes and tribal organizations.

State	Department	Phone Number	Website
Alabama	Alabama Department of Economic and Community Affairs (ADECA)	(334) 242-4909	https://adeca.alabama.gov/Divisions/energy/liap/Pages/Weatherization.aspx
Alaska	Alaska Community Development Corporation (ACDC)	(907) 746-5680	http://www.alaskacdc.org/weatherization-assistance-program.html
American Samoa	Territorial Energy Office	(684) 699-1101	https://www.americansamoa.gov/territorial-energy-office
Arizona	Arizona Department of Housing	(602) 771-1042	https://housing.az.gov/general-public/weatherization-assistance-program
Arkansas	Arkansas Energy & Environment	(501) 682-7694	https://www.adeq.state.ar.us/energy/incentives/wap.aspx

State	Department	Phone Number	Website
California	Department of Community Services & Development	(916) 576-7109	https://www.csd.ca.gov/Pages/Residential-Energy-Efficiency.aspx
Colorado	Colorado Energy Office	(303) 866-2100	https://energyoffice.colorado.gov/weatherization-assistance-program
Commonwealth of Northern Mariana Islands (CNMI)	Department of Public Works	(670) 237-2200	
Connecticut	Department of Energy and Environmental Protection (DEEP)	(877) 947-3873	https://portal.ct.gov/DEEP/Energy/Weatherization/Weatherization-in-Connecticut
Delaware	Division of Climate, Coastal and Energy	(302) 735-3480	https://dnrec.alpha.delaware.gov/climate-coastal-energy/sustainable-communities/weatherization/
District of Columbia	Department of Energy & Environment	(202) 236-2657	https://doee.dc.gov/service/weatherization-assistance-program
Florida	Department of Economic Opportunity	(850) 245-7105	http://floridajobs.org/community-planning-and-development/community-services/weatherization-assistance-program
Georgia	Georgia Environmental Finance Authority (GEFA)	(404) 584-1000	https://gefa.georgia.gov/weatherization-assistance-program

State	Department	Phone Number	Website
Guam	Guam Energy Office	(671) 646-4361	http://energy.guam.gov/programs-2/
Hawaii	Office of Community Services (OCS)	(808) 586-8624	https://labor.hawaii.gov/ocs/service-programs-index/weatherization-assistance-program/
Idaho	Department of Health and Welfare	(208) 332-1660	https://healthandwelfare.idaho.gov/FoodCashAssistance/HeatingTelephone/tabid/91/Default.aspx
Illinois	Department of Commerce & Economic Opportunity	(217) 785-2533	https://www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/Pages/default.aspx
Indiana	Indiana Housing & Community Development Authority	(800) 872 - 0371	https://www.in.gov/ihcda/4076.htm
Iowa	Department of Human Rights	(515) 281-3988	https://humanrights.iowa.gov/dcaa/weatherization
Kansas	Kansas Housing Corporation	(785) 217-2048	https://kshousingcorp.org/homeowners/weatherization-assistance/
Kentucky	Kentucky Housing Corporation	(502) 564-7630	http://www.kyhousing.org/Development/Single-Family/Pages/Weatherization-Assistance-Program.aspx

State	Department	Phone Number	Website
Louisiana	Louisiana Housing Corporation	(225) 763-8700	https://www.lhc.la.gov/weatherization-assistance-program-wap
Maine	Maine State Housing Authority	(207) 626-4639	https://www.mainehousing.org/programs-services/HomeImprovement/homeimprovementdetail/weatherization
Maryland	Department of Housing & Community Development	(855) 583-8976	https://dhcd.maryland.gov/Residents/Pages/wap/default.aspx
Massachusetts	Housing & Community Development	(617) 573-1100	https://www.mass.gov/service-details/weatherization-assistance-program-wap
Michigan	Department of Health and Human Services (DHHS)	(517) 241-3740	https://www.michigan.gov/mdhhs/0,5885,7-339-71547_5531_62128--,00.html
Minnesota	Minnesota Commerce Department	(800) 657-3710	https://mn.gov/commerce/consumers/consumer-assistance/weatherization/
Mississippi	Mississippi Department of Human Services	(601) 359-4500	https://www.mdhs.ms.gov/community-services/weatherization-assistance/
Missouri	Missouri Department of Natural Resources	(573) 751-2254	https://energy.mo.gov/assistance-programs/liwap
Montana	Montana Human & Community Services Division	(833) 317-1080	https://dphhs.mt.gov/hcsd/energyassistance

State	Department	Phone Number	Website
Nebraska	Nebraska Energy & Assistance Division	(402) 471-2186	https://neo.ne.gov/programs/wx/wx.html
Nevada	Nevada Housing Division	(702) 486-7220	https://housing.nv.gov/programs/Weatherization/
New Hampshire	Office of Strategic Initiatives	(603) 271-6359	https://www.nh.gov/osi/energy/programs/weatherization/
New Jersey	Department of Community Affairs	(609) 984-1947	https://www.nj.gov/dca/divisions/dhcr/offices/wap.html
New Mexico	PNM	Central NM: (505) 345-4949 Southwestern Region: (575) 523-1639	https://www.pnm.com/home-weatherization-assistance-income-qualified-customers
New York	Office of Temporary and Disability Assistance	(800) 342-3009	https://otda.ny.gov/workingfamilies/wap.asp
North Carolina	Department of Environmental Quality	(877) 623-6748	https://deq.nc.gov/about/divisions/energy-mineral-land-resources/weatherization-assistance-program
North Dakota	Department of Commerce	(701) 665-4496	https://www.communityservices.nd.gov/lowincomeprograms/weatherizationassistance/
Ohio	Development Services Agency	(800) 282-0880	https://development.ohio.gov/is/is_hwap.htm

State	Department	Phone Number	Website
Oklahoma	Commerce Department	(405) 815-5374	https://www.okcommerce.gov/weatherization/
Oregon	Oregon Housing & Community Services (OHCS)	(503) 986-2000	https://www.oregon.gov/ohcs/energy-weatherization/Pages/weatherization-services.aspx
Pennsylvania	Department of Community & Economic Development	(833) 722-6778	https://dced.pa.gov/programs/weatherization-assistance-program-wap/
Puerto Rico	Programa de Política Pública Energética del Departamento de Desarrollo Económico y Comercio	(787) 765-2900	http://www.pppe.pr.gov/Programas/Pages/Weatherization-Assistance-Program.aspx
Rhode Island	Department of Human Services	(800) 745-6575	http://www.dhs.ri.gov/Programs/WAPProgramInfo.php
South Carolina	Office of Economic Opportunity	(803) 734-0662	http://oeo.sc.gov/weatherization.html
South Dakota	Department of Social Services	(605) 773-3766	https://dss.sd.gov/economicassistance/energyassistance/weatherization.aspx
Tennessee	Tennessee Housing Development Agency	(615) 815-2200	https://thda.org/help-for-homeowners/energy-assistance-programs/weatherization-assistance-program
Texas	Texas Department of Housing and Community Affairs (TDHCA)	(877) 541-7905	https://www.tdhca.state.tx.us/community-affairs/wap/guidance.htm

State	Department	Phone Number	Website
Utah	Housing & Community Development	(435) 752-7242 (801) 214-3215	https://jobs.utah.gov/housing/scso/wap/how.html
U.S. Virgin Islands	Energy Office	(340) 713-8436	https://energy.vi.gov
Vermont	Department for Children and Families	(802) 279-7964	https://dcf.vermont.gov/benefits/weatherization
Virginia	Department of Housing and Community Development	(804) 371-7000	https://www.dhcd.virginia.gov/wx
Washington	Washington State Department of Commerce	(360) 725-2947	https://www.commerce.wa.gov/growing-the-economy/energy/weatherization-and-energy-efficiency/
West Virginia	Department of Commerce	(304) 957-2007	https://wvcad.org/sustainability/weatherization-assistance-program
Wisconsin	Home Energy Department	(608) 267-3680	http://homeenergyplus.wi.gov/category.asp?link-catid=819&linkid=118
Wyoming	Wyoming Weatherization Services	(307) 347-2200	https://www.wyweatherizationservices.org/application-process

Other Government Assistance Programs

In addition to energy assistance, the federal government provides several other resources to families and individuals who need food or financial assistance. To qualify for these programs, applicants must meet certain income requirements. Individuals who qualify for LIHEAP may also qualify for the following assistance programs.

Food Benefits

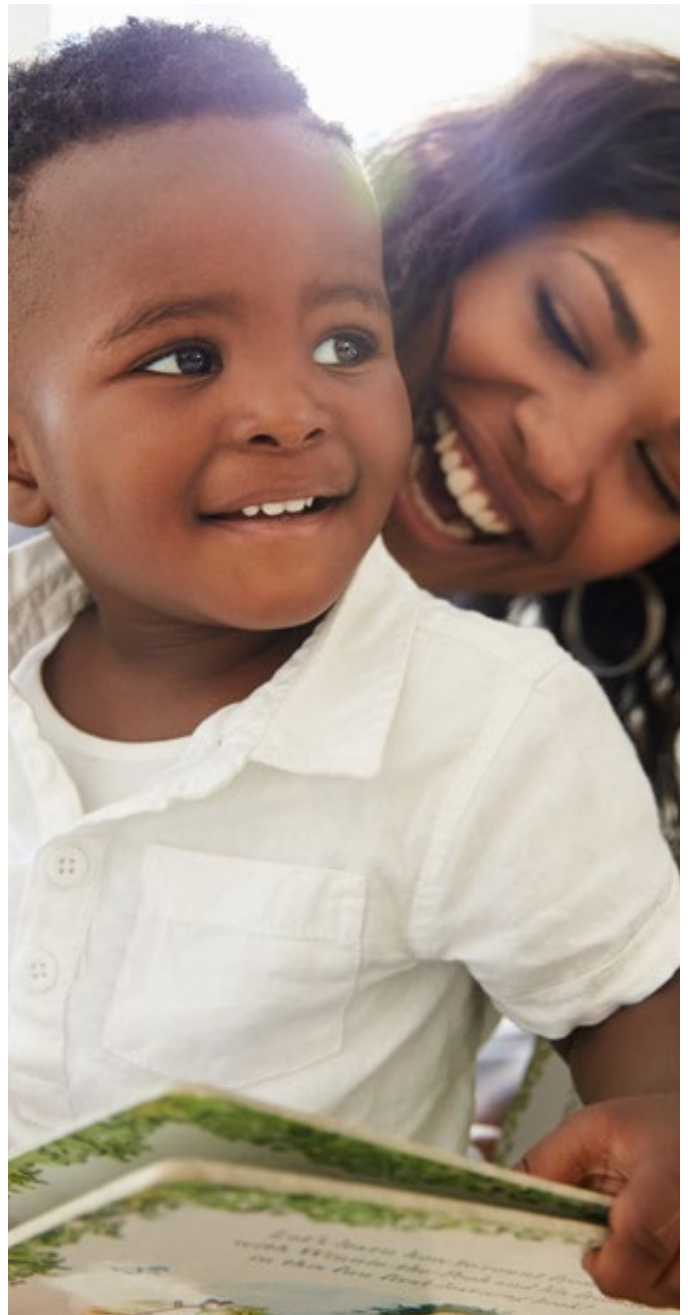
- Supplemental Nutrition Assistance Program (SNAP): <https://www.fns.usda.gov/snap/state-directory>

Cash Benefits

- Temporary Assistance for Needy Families (TANF): <https://www.acf.hhs.gov/ofa/programs/tanf>

Healthcare

- Medicaid: <https://www.medicaid.gov/>





Frequently Asked Questions

01 How do I qualify for LIHEAP?

LIHEAP is a federal assistance program that is controlled locally by each state, territory and tribal organization. Each of these departments has different eligibility criteria and uses a combination of the following factors to determine who qualifies for assistance:

- Income
- Household size
- Energy needs/costs

To see if you qualify for LIHEAP benefits, you must apply with your state, territory or tribal LIHEAP office. Refer to the section “State and Territory LIHEAP Contact Information” on [page 9](#) for more information.

02 What services does LIHEAP provide?

LIHEAP helps pay a portion of your energy bills. The program is run differently in each state, territory and tribe. Depending on where you live, you can receive:

- Heating and/or cooling assistance
- Emergency assistance to avoid utility disconnections
- Energy efficiency improvements through weatherization services, also known as the Weatherization Assistance Program

03 How do I apply for LIHEAP?

Since LIHEAP is administered by each state, territory and tribe, the application process varies based on where you live. Some locations offer online application options while others do not. To learn how to apply for LIHEAP in each state, territory or tribe, refer to the “Applying for LIHEAP” section of this guide on [page 53](#).

04 Does LIHEAP help pay for water or sewer bills?

No. You can only use LIHEAP funds to help pay for your heating or cooling bills. The only exception to this is if your air conditioner uses water, such as in an evaporative cooler.

05 Will my entire energy bill be covered by LIHEAP?

Typically, LIHEAP only pays for a portion of your energy costs. In most locations, LIHEAP will cover your primary utility bill. The total amount of utility assistance you receive depends on where you live, the size of your household, how much income you have and your energy costs.

06 Can I apply directly with the federal government?

No. To apply for LIHEAP, you must go through your state, territory or tribal LIHEAP department. The federal government does not directly provide you with utility assistance. Instead, it provides funding to these locations. Refer to the section “State and Territory LIHEAP Contact Information” on [page 9](#) for a list of contact information. If you need help finding energy assistance in your area, you can call the National Energy Assistance Referral Hotline at (866) 674-6327.

07 If I rent my home, can I apply for LIHEAP?

Yes. Renters are permitted to apply for and receive utility assistance, even if the cost of their utilities is factored into the monthly cost of rent.

08 If I live in subsidized or public housing, can I apply for LIHEAP?

Depending on where you live, you may be ineligible for LIHEAP benefits if you live in subsidized housing. Contact your local LIHEAP office to see if they accept LIHEAP applications from applicants residing in public or subsidized housing. Refer to the section “State and Territory LIHEAP Contact Information” on [page 9](#) for a list of contact information.

09 My LIHEAP application was denied. What next?

If you are denied LIHEAP benefits, your state, territory or tribal LIHEAP department will notify you via a denial notice. If you feel that the denial is incorrect and you believe you qualify for benefits, you have the right to appeal the decision. The appeal process varies depending on where you live, but most locations require a fair hearing. The hearing is your chance to provide evidence for why you believe you qualify for LIHEAP. For more information about appealing a LIHEAP denial, refer to the “LIHEAP Denials and Appeals” section on [page 75](#) of this guide.

10 How do I qualify for the Weatherization Assistance Program (WAP)?

Like LIHEAP, the Weatherization Assistance Program (WAP) is controlled locally by each state and territory. To be eligible for WAP, you must meet the eligibility criteria in your area, which is primarily based on income. You may qualify if your household income falls at or below 60 percent of your state or territory’s median annual income.

YOUR FREE GUIDE TO
LIHEAP

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM