

Frequently Asked Questions about LIHEAP:

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

The Low-Income Home Energy Assistance Program (LIHEAP) is a block grant program to assist low-income households with paying their utility bill. Payments are generally made directly to the utility company or fuel provider.

There are two different components to LIHEAP (a household can be determined eligible to receive both):

- 1) **Energy Assistance** A one-time payment for one fuel type from October – September each year.

Fuel Types: natural gas, tank propane, electric, wood, cylinder propane, fuel oil, or kerosene.

- **Energy Crisis Intervention Program Energy Crisis Intervention Program (ECIP)** The amount of help you receive is based on the amount of money needed to settle your crisis with the energy provider.
- Winter ECIP is available November through May based on funding. The maximum amount you could receive is \$1600.
- Summer ECIP is available June through September based on funding. The maximum amount you could receive is \$1200.

Clients can request an application for Energy Assistance be mailed to them or they can apply online or by mail by downloading the application and printing it off.

Online:

1. Complete the LIHEAP application and save it to your computer or device
2. Click on the submit button at the end of the application
3. On the next screen, upload your application and any other required documents
4. Click on upload/submit

By Mail:

1. Open the LIHEAP application and print it from your computer or device
2. Complete your application
3. Mail your completed application and any required documentation to your Contracted Agency

Resources

LIHEAP application can be found at: <https://mydss.mo.gov/utility-assistance> under the Apply section.

Applications are process by their local contracted agency. Contracted agencies are listed by county at: <https://dss.mo.gov/fsd/energy-assistance/pdf/liheap-contracted-agencies.pdf>

Additional information on LIHEAP can be found at: <https://mydss.mo.gov/utility-assistance>

“Who is eligible for the Low Income Home Energy Assistance Program (LIHEAP)?”

Eligibility will be determined by your local LIHEAP Contracted Agency.

You may be eligible for help through LIHEAP if you:

- Are responsible for paying the utilities for your home (including if you rent)
- Are a United States citizen (or have been legally admitted for permanent residence)
- Have \$3,000 or less in your bank accounts, retirement accounts, or investments
- Meet specific income guidelines

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“How will I know if I am approved for the Low Income Home Energy Assistance Program (LIHEAP)?”

Applications are processed within 30 business days, unless you have a disconnect notice or are already terminated from services.

Once your application has been processed, you will receive a letter in the mail notifying you on whether or not you have been approved or denied.

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“When does the Low Income Home Energy Assistance Program (LIHEAP) end?”

The Energy Assistance runs from October 1 – September 30th

Winter ECIP (Energy Crisis Intervention Program) runs November – May.

Summer ECIP (Energy Crisis Intervention Program) runs June – September.

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“Once I am approved for Low Income Home Energy Assistance Program (LIHEAP), do I need to complete another application to get more help?”

Households can apply anytime, but are only eligible to receive Energy Assistance one time per year.

If you are in crisis, please contact your local contracted agency for further assistance.

A new application is needed only if you have moved or changed your utility supplier since the last time you applied.

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“Do I fill out an application for Low Income Home Energy Assistance Program (LIHEAP) every time I bring in a disconnect notice?”

No a new application is not needed every time you submit a disconnect notice.

A new application is needed only if you have moved or changed your utility supplier since the last time you applied.

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“Do I fill out an application for Low Income Home Energy Assistance Program (LIHEAP) in June for the summer crisis program?”

You do not need to complete an application if you received Energy Assistance from October - September, unless you have moved. If you have moved, you will need to complete a new application. If you have not moved, please contact your local contracted agency regarding the Summer Crisis Program.

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“What should I do if I moved after I submitted my LIHEAP application?”

You will need to complete a new application with your new address to your local contracted agency. With the application, submit a copy of the heating or cooling bill which shows your new address.

Be sure to check to see if your local LIHEAP Contracted Agency has changed since your move.

You will need to submit your new application to the Contracted Agency that serves the county you currently live in.

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“I have no air conditioning in my home and need help with the heat outside.”

I would be happy to locate a cooling center available near you. May I have your zip code? (then provide information)

Resources

<http://gis.dhss.mo.gov/Website/coolingCenter/coolingCenter.html> and enter the client's zip code.

Once the zip code is entered, the map will zoom in and show red tacks on the cooling centers (the information will also be listed over to the right of the screen). Discuss these centers with the caller to provide information on which one would be nearest his/her home

“I'm afraid that my utilities are going to be shut off, and with the heat outside I can't let that happen.”

OR

“Can my utility company turn off my electric when it is so hot outside?”

The State of Missouri does follow a hot weather rule.

For more specific information you will need to contact the Missouri Public Service Commission by calling 1-800-392-4211.

“Is there a place I can go to stay warm when it is cold outside?”

Yes, I can help you locate a warming center in your local area. What is your address or zip code?

Here is the address and phone number of the center(s) in your area. Please contact the center to see if they are open.

Resources

<https://ogi.oe.mo.gov/DHSS/warmingCenter/index.html> to locate a warming center. Search by address, place or zip code.

If there are multiple centers in the area, provide the address and phone number of those locations to the client.

The client will have to call the center to see if it is open.