

LIHEAP Client FAQ

Q: What is LIHEAP?

A: LIHEAP is the Low-Income Home Energy Assistance Program designed to help ease the burden of energy costs for low-income households.

Q: How can LIHEAP help?

A: LIHEAP can help in two ways. The first is with a one-time Energy Assistance (EA) payment that is a lump sum amount paid to energy suppliers on behalf of individuals and families in need. The second is through the Energy Crisis Intervention Program (ECIP). ECIP assists individuals and families with keeping or restoring services or with repairing or replacing furnaces or AC units.

Q: Who is eligible?

A: To be eligible for LIHEAP assistance you must:

- Be a Missouri resident
- Be a US citizen (or have been legally admitted for permanent residence)
- Be responsible for paying the utilities for your home
- Have less than \$3,000 in your bank accounts, retirement accounts, or investments
- Be at or below the income guidelines for your household size.

Q: When can I apply?

A: Elderly and Disabled households can start applying for the program each year on October 1st, all other households can apply starting November 1st.

Q: How do I apply?

A: You can apply the following ways:

- Online at: <https://mydss.mo.gov/utility-assistance/liheap>
- In person at your local Community Action Agency
- By mail or by fax.

Local agency contact information can be found at:

<https://apps.dss.mo.gov/LIHEAPElectronicApplicationSubmission/Default.aspx>

Q: What documentation is needed to apply?

A: Examples of documents included in the application:

- Copies of Social Security cards for all household members
- Current bill or disconnect notice
- Medical statement of life threatening medical condition, if applicable
- Proof of all income for the prior month
- Bank statements for the prior month
- Proof of unearned income for the prior month, if applicable
- Additional documents upon request

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Q: How long does it take to receive assistance?

A: Participants will first apply for Energy Assistance (EA), which takes up to 30 calendar days to process. If an individual or family experiences a crisis, it can take up to 48 hours to receive ECIP.

Q: How will I know if I am approved for Energy Assistance (EA)?

A: A letter will be mailed to your home indicating whether or not you are eligible to receive assistance. If you have been deemed eligible, you will be notified at that time how much assistance you will be receiving.

Q: I'm in crisis. How do I apply for ECIP?

A: If you have already received your EA payment with your initial LIHEAP application, you will reach out to your local LIHEAP agency for ECIP assistance. If you have not applied for EA, then you will need to complete the LIHEAP application.

Q: How much is the current ECIP benefit?

A: Winter ECIP (November 1- May 31) is up to \$800. Summer ECIP (June 1- September 30) is up to \$600.

Q: Is ECIP paid out in one lump sum?

A: No, ECIP is used to pay the amount of the bill or repair up to the maximum seasonal benefit and can be used multiple times until the full amount is reached.

Q: If I do not use all of my winter/summer ECIP benefit by the end of season can I use it in next season or carry it over to the next winter/summer?

A: No.