

## FREQUENTLY ASKED QUESTIONS

### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

#### How do I apply for energy assistance at EOA?

1. Complete a LIHEAP Application (*available on the eoawc.org website*)
2. Gather the following documents:
  - Legal Photo ID
  - Social Security cards and birth dates for all household members
  - Both Electric Bill and Gas/Propane Bill
  - Proof of income received for the previous month for all household members (examples include: paycheck stubs, printout from employer, social security, unemployment, child support, VA, housing allowance, unemployment benefits, etc.)
  - If you have lost your job within the previous two months, we will need a statement from your employer that states your last day of employment. An **Earning Statement** form is available on the *eoawc.org website* for the employer to complete, if needed.
3. Call **479-872-7479** to schedule an appointment during business hours.

#### What if my household had zero income in the previous month?

If you had zero income in the previous month, we will need proof of how your household's monthly expenses were met. Additional supporting documentation needed to process your energy assistance application are:

1. **Zero Income form:** Completed by applicant.
2. **Collateral Statement:** Completed by someone who is familiar with your household (Must be a non-relative).
3. **Contribution Statement:** Completed by person(s) who have assisted household financially for the previous month.

#### Who can qualify for LIHEAP?

LIHEAP stands for Low-Income Home Energy Assistance Program. Eligibility determination is based on household income for the previous month and household size. An income eligibility chart is on the *eoawc.org website*. EOA LIHEAP serves Washington County residents only. There are other community action agencies that offer LIHEAP for residents in surrounding counties.

**Where do I go for my appointment?**

EOA of Washington County - 614 E. Emma Ave., Springdale, AR. The EOA LIHEAP Offices are located on the first floor, inside the JTL Center for Nonprofits (a long white building). Enter the glass doors on the same side as Community Clinic.

**Why can't I type into the online application?**

Save the application on your phone, tablet, or computer. Then, type into the application form and save it. You may need to download the Adobe Reader app, if you cannot type into the application.

**Is the application process the same for SNAP recipients?**

Some SNAP recipients are already in our system, as part of a partnership with the Arkansas Department of Human Services. If your SNAP information is already in our system, you can complete an abbreviated (short) application, instead of a long application. When you call to make an appointment, let the receptionist know that you are on SNAP. We will check our system, to see if you are eligible for an abbreviated application. We can print a short form for you or email it to you.

**How long does the application process take?**

After your appointment date, the timeframe depends on how long it takes for you to submit all of the documents needed. If your application is complete and you provide all supporting documents, it will take approximately 1-5 days to process your application and place a pledge on your account(s). At the beginning of the program, processing time can take longer, due to heavy volume.

**How does EOA determine how much in benefits my household will qualify for?**

The Arkansas Energy Office provides a benefit matrix, based on household monthly countable income and household size, to determine how much in regular benefits we can approve. We also have a maximum crisis benefit that can be applied to accounts that are past due or facing shut-off.

**What happens if I don't return my supporting documents on time?**

If supporting documents are not received within 30 days of your application date, the caseworker must close your file. You will be able to re-apply for assistance, if the LIHEAP program is still open and funds are available.

**A pledge was made on my account, so why did I receive a disconnect notice?**

A pledge on your account should stop the disconnection, but it will not stop the disconnect notices from being generated by your energy company. After EOA makes a pledge, we have up to 35 days to send a check to the energy company.

**Why hasn't the EOA LIHEAP payment shown up on my bill?**

After EOA makes a pledge on your account, we have up to 35 days to send a check to your energy company. After the energy company receives our check and posts our payment, the transaction will appear on your bill (it takes approximately 2 bill cycles for our payment to appear on your bill).

**Is household monthly countable income based on take home pay (net) or gross income?**

Household earned income is based on gross income for the LIHEAP program. Income eligibility determinations are based on 80% of the state median income. As a result, we will calculate your monthly countable income based on your gross earned income for the previous month.

**Why do I have to pay on my account before a benefit could be applied?**

If your account is in imminent disconnect status and the amount of your bill exceeds the amount of our maximum benefit, you may have to pay the difference first. LIHEAP assistance can only be applied if service will be restored or a disconnect will be prevented. If you are able to make a Delayed Payment Agreement with the energy company, this will resolve the issue, in some cases.

**When will the Winter Assistance Program end?**

Winter LIHEAP will end on April 28, 2023 or when funding is depleted.