

Apply online at
www.compass.state.pa.us

Applications are also available at your
local county assistance office.

Statewide
Toll-Free Hotline
1-866-857-7095

Philadelphia County - Call (215) 560-1583
TDD for Hearing Impaired 1-800-451-5886

If you have a heating emergency and need to apply for a crisis grant,
contact your local county assistance office (CAO).

A listing of CAOs can be found at:

www.dpw.state.pa.us/foradults/heatingassistanceliheap

In the following counties, contact the crisis contractor:

Allegheny
(800) 851-3838

Luzerne
(800) 822-0359

Wyoming
(570) 836-4090

To get the number for your local CAO
go to www.dpw.state.pa.us
or your local telephone directory.

Important Information about an Energy Assistance Program

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(ENERGY ASSISTANCE PROGRAM) ។

Información importante sobre un programa
de asistencia para el pago de energía

关于能源补助计划的重要消息

Thông báo quan trọng về
chương trình trợ giúp năng lượng

Важная информация о программе помощи в оплате
счетов за электро- энергию.

If you need help paying
your heating bills, or
have a heating
emergency...

LIHEAP
May Be Able
To Help You



800.692.7462 | www.dpw.state.pa.us

PWEA 18 8/11

What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

To receive help...

- You don't have to be on public assistance
- You don't need to have an unpaid heating bill
- You can either rent or own your home

How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

Cash Grants

Cash grants help families pay their heating bills. The grant payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. (In some cases, the check may be mailed to you directly.)

Crisis Grants

In addition to the LIHEAP cash program, households experiencing a heating crisis may be eligible for additional benefits through one of the two components of the LIHEAP crisis program.

Crisis Exception Component

Households without heat may qualify for additional help. To be considered "without heat":

- The main heating source or second heating source (a source that is used to operate the main heating source or used if the main heating source is not working) has been completely shut-off;

OR

- A household has almost run out of their supply of main heating fuel (coal, fuel oil, kerosene, propane, wood, etc.).

Regular Crisis Component

Beginning with the opening of the Regular Crisis Program, additional money may be available if you have an emergency situation and are in jeopardy of losing your heat. Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

If you have a heating emergency please call your local county assistance office.

How do I apply?

- **Apply online at: www.compass.state.pa.us**
- Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or TDD for the hearing impaired 1-800-451-5886
- Applications are available at your local county assistance office

To apply, you will need

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

Who is eligible?

You may qualify for a LIHEAP grant if your income meets the following income guidelines:

INCOME GUIDELINES	
2011 - 2012 LIHEAP (For Homeowners and Renters)	
Household Size	Maximum Income
1	\$ 16,335
2	\$ 22,065
3	\$ 27,795
4	\$ 33,525
5	\$ 39,255
6	\$ 44,985
7	\$ 50,715
8	\$ 56,445
9	\$ 62,175
10	\$ 67,905
Each Additional Person Add \$ 5,730	

You will receive a written notice that will tell you if you qualify and the amount of your grant.