1) **Fuel:** You can be assisted with your co-payment when you have unusual expenses or income changes.

2) **Furnace replacements:** Payment for the cost of a furnace (must be pre-authorized) is made possible for an eligible individual home owner or eligible renter with verifiable responsibility for maintenance of their furnace. You must look for other sources to pay for the furnace replacement before requesting assistance from LIHEAP. County Social Service Boards refer eligible households that need a furnace replaced to an area Community Action Agency. LIHEAP /Community Action Agencies only replace furnaces that: A) are unsafe, B) are not operating, C) cannot be repaired. Clients will share in the cost of the new furnace.

3) **Consumer Goods** are bought when an emergency occurs and the household needs to purchase or rent supplemental heating or cooling devices, or needs temporary shelter outside their home. **1) Minor Repairs:** Minor repairs can be provided only if the weatherization services cannot be provided. **You must contact your eligibility worker prior to making minor repairs. 2) Electric Utilities:** Primary responsibility for emergency payment for electric utilities (lights only) will be assumed by Energy Share which is located in each Community Action Agency. Emergency payment for electric utilities for homes heated by electricity, including lights, will be assumed by LIHEAP. LIHEAP cannot issue electric utility payments under any circumstances for persons who do not meet the program requirements.

❄ **COOLING DEVICES:** A temporary cooling program may be implemented in the event of unusual cooling needs due to weather abnormalities, if there are funds available after the regular heating season. Cooling devices are available for eligible recipients who are most vulnerable to heat related illnesses.

❄ **ENERGY COST REDUCTION DEVICES:** If you heat with electricity, consider installing a separate meter for heat, a back up heating system or a "Demand Controlling Device" so you can qualify for much lower electric heating rates. Funds are sometimes available to help with some installation costs. Ask for more information at the County Social Service Board or your electric utility company.

❄ ❄ ❄ ❄ ❄

You have the right to file a written complaint if you believe that you or members of your household have been discriminated against by reason of race, color, religion, sex, national origin, age, political beliefs, handicap, or status with respect to marriage or public assistance. The written complaint may be filed with the County Social Service Office; the North Dakota Department of Human Services Office for Civil Rights; Judicial Wing, 600 E. Boulevard Ave, Bismarck, ND 58505-0250; or the Office of Civil Rights, Department of Health and Human Services, Federal Office Building, 1961 Stout Street, Denver, CO 80294

north dakota
department of
human services

North Dakota Department of Human Services
Energy Assistance Program
600 E Boulevard Ave. Dept 325
Bismarck, ND 58505-0250
Phone 1-800-755-2716 Fax 701-328-1060
ND Relay TTY: 1-800-366-6888
email: dhseap@nd.gov
www.nd.gov/dhs

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LIHEAP

Low Income Home Energy Assistance Program

General Information

North Dakota Department of Human Services

What is LIHEAP?

The purpose of the Low Income Home Energy Assistance Program (LIHEAP) is to provide home energy assistance to eligible low income households. The North Dakota Department of Human Services and the County Social Service Boards administer the LIHEAP program.

Services that are available through LIHEAP are explained within this brochure.

Where can I apply for LIHEAP?

Apply for LIHEAP at your local county social service office.

Who should apply?

- Households who buy their heating fuel from a fuel dealer or utility company (fuel oil, propane, natural gas, electricity, wood, coal, and kerosene), and households whose rent payments include the cost of heat, if they do not receive a rent subsidy
- Households who need assistance with: non-repairable furnaces and fuel costs that are high due to houses that are older or in poor shape
- Households who have difficulty paying fuel bills due to other rising costs and are in danger of losing their heating source

How do I apply?

Applications are accepted from October 1 - May 31 of each heating season, or until program funds are used up. You must apply each season. You can also get an application from your local County Social Service Board, Community Action Agency or other agencies. The County Social Service Board, a friend or a relative can assist you in completing the application.

The County Social Service Board cannot approve your application unless it is signed and you have given them proof of your income and heating costs. Verifications must be received within 30 days. Any deductions for medical expenses, child care or child support must also be verified within 30 days to be allowed.

Who is eligible?

INCOME: The total adjusted income of all persons living in the household must be counted. There are deductions for allowable expenses such as child care, child support, medical expenses and 27% income deduction on earned income. Contact the local county social service board for income guidelines for each heating season as these may change from year to year.

ASSETS: The total assets of all persons living in your household cannot be more than $10,000. Each household member age 60 or over is allowed an extra $5,000 in assets. Assets include cash, savings, or checking accounts, stocks, bonds, CD's, burial accounts and other personal property or real estate which could be borrowed against or sold for cash.

Types of property **NOT** counted in the $10,000, include one's home, clothing, personal effects, household goods, any real estate property which is producing reasonable income and two licensed road vehicles.

What happens after I apply?

You will be sent a "Notice of Action" letter within 45 days telling you if you have been found eligible or denied benefits.

What services are available, and how are the services paid?

- **HEATING:** LIHEAP can pay for a portion of fuel used to heat the home you live in during the months your household is eligible between October 1 and May 31 during a particular heating season. You cannot use LIHEAP benefits to "stockpile" extra fuel by filling storage tanks that are not connected to your furnace. The amount of the benefits depends on your income, the type and size of your home, and the type of fuel used to heat your home. There are three different methods of payment:

1) If you buy your fuel from a fuel vendor or utility company, your bill will be sent directly to the state LIHEAP office, and the payment will be returned directly to your fuel dealer or utility company;

2) If eligible, you can be reimbursed for bills you have already paid to your fuel vendor for heating fuel purchased since October 1;

3) If your heating costs are included in your rent and you do not receive a rent subsidy, a payment will be made directly to you each month that you are eligible.

- **WEATHERIZATION:** The weatherization program helps low income people make their homes and apartments energy efficient. Weatherization seals a home to keep warm air in and cold air out during the winter. The weatherization is done by skilled crews from the seven Community Action Agencies. There is no charge for the weatherization program. The weatherization program is funded by LIHEAP.

- **FURNACE AND CHIMNEY CLEANING:** If you are eligible for LIHEAP, the program can pay up to $150 to clean and inspect your furnace and/or your chimney. **Prior authorization by the County Social Service Board is required.** Renters, check with your county office regarding this service.

- **EMERGENCY ASSISTANCE:** (applications are taken all year, contact your Local County Social Service board) LIHEAP funds are available when there is a home energy emergency that may threaten the life of your family. **Households in need of Emergency Assistance are encouraged to submit requests before a shut off or other emergency has occurred.** Appropriate community and personal resources and personal liquid assets are to be considered before Emergency Assistance is approved. These are explained below: