

**The Low-Income Home Energy
Assistance Program (LIHEAP)**

Pennsylvania Advocates Manual
2009-2010 Edition

*Produced by the Pennsylvania Utility Law Project
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LIHEAP: PA Advocates Manual
2009-2010 Edition
Prepared by the Pennsylvania Utility Law Project

Summary of Updates and Changes for the 2009-2010 LIHEAP Program Year¹

- **Program Dates:**
 - Cash will open Nov. 2, 2009 and close March 15, 2010.
 - Crisis Exception Payments will open Nov. 2, 2009 and close Jan. 3, 2010.
 - Crisis will open Jan. 4, 2010 and close March 15, 2010.
 - Crisis Interface/Weatherization Assistance Program will open Nov. 2, 2009 and close March 15, 2010.

- **Program Note:** The Cash and Crisis components will open at different times and will not run concurrently until January 4. From November 2, 2009 to January 3, 2010, DPW will be providing what it is calling “Crisis Exception Payments” for households without heat. The criteria for receiving “Crisis Exception Payments” are different from those for receiving a Crisis Payment and are described below.

- **Eligibility:** Eligibility is set at 150% of the Federal Poverty Income Guidelines:

Household Size	Household Income
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
Each additional person	\$5,610

- **Grant Amounts:**
 - Minimum Cash grant will be \$100.
 - Maximum Cash grant will be \$1,000.
 - Minimum Crisis grant will be \$25.
 - Maximum Crisis grant will be \$400.

- **Crisis Definition for Crisis Exception Payment:**

For purposes of determining eligibility for a Crisis Exception Payment, a household must meet the following criteria:

 - The Main Heating Source has been shut off or completely depleted (if a deliverable fuel)

OR

¹ These changes are accurate as of November 20, 2009. However, it is expected that there will be program modifications during the 2009-2010 LIHEAP program year. Please be alert for any additional modifications.

- The Secondary Heating Source (a source needed to operate the main heating source) has been shut off or completely depleted
- **Crisis Definition for Deliverable Fuels – Final Plan, § 601.62:**

For purposes of determining eligibility for a Crisis grant, DPW interprets the definition of a crisis to include situations where a deliverable fuel customer will run out of its fuel source in less than 15 calendar days. Note: this definition differs from criteria used to receive a Crisis Exception Payment.

Deliverable Fuels Pilot Discount Program – Final Plan, pg. vii:

This year DPW is expanding a pilot discount program it began during the last LIHEAP season to include Blair, Clearfield, Columbia, Lackawanna, Luzerne, Montour, Northumberland, Wayne and Wyoming counties. The program requires deliverable fuel vendors to provide a discounted price to LIHEAP customers.

- **Statewide Toll Free LIHEAP Hotline - 1-866-857-7095:**

DPW has a statewide toll free Hotline number specifically dedicated to enabling individuals to call regarding LIHEAP issues.

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Introduction

The Low-Income Home Energy Assistance Program (LIHEAP) Pennsylvania Advocates Manual is produced by the Pennsylvania Utility Law Project (PULP) for members of the Pennsylvania Legal Aid Network and others who assist low-income individuals. As with other materials of this genre, it is not intended to be a substitute for direct legal advice in individual cases but is intended to be a working reference to aid in providing understanding of and access to the benefits provided in Pennsylvania through LIHEAP. Citations are provided in the endnotes. References and a sampling of forms are provided in the Appendices. Web site references can be found throughout. However, due to LIHEAP implementation delays, not all forms and Web site references are available as of November 23, 2009, the date of this Manual's circulation. The authors welcome receiving your questions, as well as your comments.

LIHEAP in Brief

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income households supplement the costs of home energy consumption. In Pennsylvania, it is intended primarily to assist with the cost of heating a residence during the cold weather months.²

LIHEAP is funded by the Federal government but administered by the states. In Pennsylvania, the Department of Public Welfare (DPW) is charged with administering the LIHEAP program through local County Assistance Offices and other agencies.

LIHEAP is comprised of three distinct components:

- **Cash Component:** a single grant to assist a household in meeting heating costs is paid either (a) to a heating fuel vendor/utility company or (b) directly to an individual.
- **Crisis Component:** up to \$400 is available to help qualified households resolve a home heating crisis caused by a lack of fuel, a problem with a heating system (i.e. furnace), or a weather related event.
- **Crisis Interface/Weatherization Assistance Component:**³ repair or replacement of the heating system or furnace is provided to those in a crisis situation. Long-term weatherization and conservation services may supplement the repairs.

An individual may apply for one, two, or all three of the components, depending on particular needs. Participation in any specific component is not required,⁴ but participation in each of the components is possible.

An individual may designate different vendors to receive each component – e.g., a Cash grant may be designated to an oil vendor and a Crisis grant to the electricity provider.

² At times, it has been extended to assist with summer cooling needs.

³ This component is the only component not administered completely within DPW. DPW makes the Crisis eligibility determination, but the Department of Community and Economic Development administers the repair segment of LIHEAP.

⁴ Note that individuals participating in a utility sponsored customer assistance program (CAP) may be required to apply for LIHEAP.

The maximum Cash benefit a household may receive is \$1,000. Note that in previous program years there was no set maximum Cash benefit.

An individual may receive only one Crisis benefit during the 2009-2010 program year. This differs from previous years when multiple grants could be received, subject to the maximum amount allowed. Individuals receiving a Crisis Exception Payment will not be eligible for an additional Crisis payment.

Also different during the 2009-2010 program year is the establishment of a minimum Crisis benefit of \$25. Any household requiring less than \$25 to resolve a home-heating emergency will not be eligible to receive a Crisis grant.

LIHEAP is available to both renters and homeowners. However, renters who pay for heat for their residence indirectly as an undesignated part of rent will receive only 50% of the Cash benefit for which they would otherwise be eligible. Eligible households may reapply for and receive Cash and Crisis assistance each year. LIHEAP is not a public assistance program. There will be no lien attached to a home as a result of receiving any LIHEAP assistance.

In 2009-2010 DPW will expand its Fuel Oil Discount Program to cover Blair, Clearfield, Columbia, Lackawanna, Luzerne, Montour, Northumberland, Wayne and Wyoming counties. The Program will increase the purchasing power of LIHEAP recipients who use fuel oil or kerosene. Pricing options will include restricting the amount over the wholesale price a vendor is allowed to charge or requiring a discount off the retail price for LIHEAP recipients.

DPW is charged with publishing annually a LIHEAP State Plan with program guidelines and parameters, such as program opening and closing dates, funding levels, and eligibility criteria. A Proposed State Plan is published during the summer months and is open to public hearings and comments. After comments are received and reviewed, DPW publishes a Final State Plan that governs the LIHEAP operation for that program year. The LIHEAP rules for that year are found in Appendix B of the Final Plan.

DPW also provides a LIHEAP Policy Handbook for its caseworkers. The Handbook includes Operations Memoranda which are issued periodically and which indicate the most recent LIHEAP procedures and policies. Although, as of the writing of this manual, the 2009-2010 Handbook is not yet online, DPW has indicated that it intends to place the Handbook on its Web site shortly.

The “Low-Income Home Energy Assistance Program Fiscal Year 2010 Final State Plan” for the Commonwealth of Pennsylvania, which provides guidelines for the winter of 2009-2010, is available online on the Department of Public Welfare LIHEAP Web site at www.dpw.state.pa.us/ServicesPrograms/LIHEAP/. In addition, copies of the State Plan are available upon written request to Donna Roe, Director, Division of Federal Programs and Program Management, Department of Public Welfare, DGS Annex, Room 224, Willow Oak Building, 1006 Hemlock Drive, Harrisburg, PA 17110.

Legal Authority

LIHEAP is a Federal block grant program. It is authorized by the Low-Income Home Energy Assistance Act (Pub. L. 97- 35, 42 U.S.C.A. §§8621-8629) as amended by the Human Services Reauthorization Act (Pub. L. 98-558, 98 Stat. 2878), the Human Services Reauthorization Act of 1986 (Pub. L. 99-425, 100 Stat. 966), the Augustus F. Hawkins Human Services Reauthorization Act of 1990 (Pub. L. 101-501), the National Institutes of Health Revitalization Act of 1993 (Pub. L. 103-43), the Low-Income Home Energy Assistance Amendments of 1994 (Pub. L. 103-252), the Coats Human Services Reauthorization Act of 1998 (Pub. L. 105-285), and the Energy Policy Act of 2005 (Pub. L. 109-58).⁵

While Federal law forms the legislative basis for the LIHEAP program, the annual Final State Plan (hereinafter, “the Plan”) contains the policies that govern implementation. The Plan is broken into several subsections: an introductory section, an assurances section, and three appendices.

“Appendix B – Determination of Eligibility for LIHEAP Cash and Crisis Benefits” is the key section of the Plan to which the advocate should turn because it provides guidelines for the Cash and Crisis components, the components most usually accessed.

Administration

DPW administers LIHEAP in Pennsylvania. DPW uses the County Assistance Offices (CAOs) as the administering agency for the Cash grant.⁶ DPW uses several different agencies to assist in the delivery of the Crisis program: CAOs; community action agencies; the Department of Community and Economic Development; and other local organizations.⁷ The Crisis Interface/Weatherization Assistance component is administered jointly by DPW and the Department of Community and Economic Development (DCED). DPW makes the Crisis eligibility determination, and DCED administers the heating system repairs and any appropriate weatherization treatments.⁸

There may be a lack of familiarity with the current year’s program details by county staff, since LIHEAP is only one of many programs implemented through the CAOs; it is available only part of the year; and its operations and guidelines are often modified within the course of a single year. In addition, many CAOs staff the LIHEAP program with temporary energy assistance workers who are only becoming familiar with program guidelines as the first applicants enter the system.

Advocates should encourage clients to apply for Cash grants early since there are often delays in processing Cash grant applications, and there is always the danger of funds running out later in the program year.

An appeal process is available for individuals who are aggrieved.

⁵ Low-Income Home Energy Assistance Program 2010 Final State Plan at § 601.1.

⁶ Id. at § 601.5

⁷ Id.

⁸ Id. at pg. xii; also see Appendix C of the Final State Plan.

Timetable

LIHEAP generally opens in November and closes toward the end of March. However, since exact opening and closing dates change between program years, it is important for the advocate to check the annual Final State Plan to know the timetable for that year.⁹ In addition, because the program closing date is dependent on the availability of funds as the program year progresses, it is possible for DPW to shorten or extend the closing date.¹⁰ In recent years, DPW has often announced in March that it will be extending the program closing date into April. However, this extension did not occur in March of 2009.

In 2009-2010, the Cash component is scheduled to open on November 2, 2009, the Crisis component is scheduled to open January 4, 2010, and both are scheduled to close on March 15, 2010. Crisis Exception Payments will be available November 2, 2009 through January 3, 2010.¹¹

General Eligibility

In order to qualify for and receive Cash or Crisis benefits, an individual must meet several eligibility requirements, including household income, home heating responsibility, residency, and alien status. Crisis eligibility also requires that there be an actual or imminent home heating emergency which will be resolved through receipt of a Crisis grant.

Household Income

Federal law allows states to set the income eligibility level for LIHEAP participation at no more than 150% of the Federal poverty income level or an amount equal to 60 percent of the State median income and no less than 110% of the Federal poverty income level.¹² For 2009-2010, Pennsylvania has set the income eligibility level for both Cash and Crisis at 150% of the Federal Poverty Income Guidelines.¹³ Because eligibility levels have been decreased from last year's levels, **LIHEAP recipients during the 2008-2009 program year may not be eligible during the 2009-2010 program year, even if their income levels have remained the same or even decreased.**

Income Calculation

To determine income eligibility levels for the 2009-2010 LIHEAP program year advocates are referred to Appendix A of this Manual.

The **applicant** is given the discretion to decide how gross annual income is calculated.¹⁴ Applicants may choose to use their income from the past 12 months or past 90 days. The amount submitted is converted to a yearly figure – gross annual income - and used to

⁹ 2010 Final State Plan at § 601.6(a).

¹⁰ Id. at § 601.6(b).

¹¹ Id. at pg. ii. – Because the LIHEAP timetable was changed after publication of the Final State Plan, see DPW Operations Memorandum (09-10-01), LIHEAP, October 7, 2009.

¹² Id. at § 601.31

¹³ Id. at pg. v.

¹⁴ Id. at § 601.83(a).

determine both a household's eligibility and the Cash grant amount.¹⁵ Advocates should therefore help clients determine which of the time frames (12 months or 90 days) yields the income level most advantageous for the household. In some cases, the selection of the time frame to be used, as well as the timing of the Cash grant application, may yield significantly different benefit amounts.

To determine the income level for an applicant household, the administering agency includes the gross annual income from **all** of the following people:

- all household members, regardless of relationship,
- a roomer related by blood, marriage, or adoption to a household member,
- a person living with the applicant who, as a member of another household, has already received a LIHEAP Cash grant during the present program year.¹⁶

Gross income is defined as the total earned and unearned income of the household, including:

- employee earnings,
- profit from self-employment,
- income from roomers, boarders, and apartment renters, and
- unearned income.¹⁷

Each of these categories of earnings has multiple subcategories; see, for example, unearned income at Section 601.82(4)(i)-(x).

Many income sources are **excluded** from the calculation of household income for the purposes of establishing eligibility for LIHEAP, including, among other things, educational assistance, food stamps, and cash or in-kind heating assistance from public or private agencies.¹⁸

Home Heating Responsibility

Applicants must have a home heating responsibility to receive LIHEAP. Persons deemed to have home heating responsibility include:

- Homeowners or renters (including subsidized housing tenants) who pay for home heating fuel or utility service directly to a vendor.¹⁹
- Renters who pay for heat indirectly for their residence as an undesignated part of their rent.²⁰
- Roomers²¹ who pay for their lodging in either a commercial establishment or in a private home which is their permanent and primary home.²²

¹⁵ 2010 Final State Plan at 601.83(a).

¹⁶ Id. at § 601.81.

¹⁷ Id. at § 601.82.

¹⁸ Id. at § 601.84(1)-(21).

¹⁹ Id. at § 601.31(2)(i)(A).

²⁰ Id. at § 601.31(2)(i)(B).

To establish home heating responsibility for a Cash grant, the client must show responsibility for paying for the main source of heat either directly to a vendor or as an undesignated part of rent.²³ For an important discussion of main vs. secondary fuel types, please see the Special Issues section of this manual.

To establish home heating responsibility for Crisis, the household must establish the responsibility of paying for either its main *or* secondary source of heat either directly to a vendor or indirectly as an undesignated part of rent.²⁴

DPW does not consider the following housing situations to represent a home heating responsibility, and they are, therefore, not a basis to receive LIHEAP:

- A renter is ineligible if the rental charge includes an undesignated amount for heat AND is based on a fixed percentage of their income or on their source of income. This generally applies to subsidized-housing tenants.²⁵
- A roomer is ineligible if the charge for room/room & board includes an undesignated amount for the main fuel AND is based on a fixed percentage of their income or on their source of income.²⁶

Residency

Household members must permanently reside in Pennsylvania.²⁷

Temporary Living Arrangements

Individuals in a temporary living arrangement generally do not qualify for eligibility. However, individuals who have temporarily left their permanent residence as a result of a home heating crisis *are* eligible for a grant for their permanent residence. People living in institutions, dormitories, fraternity or sorority houses, or boarding homes are ineligible.²⁸

Alien Status

Qualified aliens are eligible to receive LIHEAP no matter when they arrived in the United States so long as they meet LIHEAP eligibility requirements.²⁹ The Plan lists eight categories of aliens “qualified” for LIHEAP.³⁰ One does not need a Social Security number to be eligible for LIHEAP. However, if a Social Security number is not provided, an individual must fill out an energy assistance affidavit, printed on the LIHEAP application.

²¹ A roomer is defined as “an individual whose payment for lodging in a room includes heat and may include a private bathroom or one of the following: (i) Board, (ii) Kitchen or bathroom privileges on a shared basis, (iii) Light housekeeping facilities.” 2010 Final State Plan at § 601.3.

²² Id. at § 601.31(2)(i)(C).

²³ Id. at § 601.31(2).

²⁴ Id.

²⁵ Id. at § 601.31(2)(i)(B).

²⁶ Id. at § 601.31(2)(i)(C).

²⁷ Id. at § 601.31(3).

²⁸ Id. at § 601.31(2)(ii).

²⁹ Id. at § 601.31(4).

³⁰ Id. at § 601.31(4)(i-viii).

Social Security Numbers

Social Security numbers are **NOT** required to be eligible for LIHEAP. An individual who chooses not to provide a Social Security number or who does not have a Social Security number will be required instead to fill out and submit an energy assistance affidavit. This year, the Energy Assistance Affidavit is printed on the LIHEAP application.

Applications

In order to qualify for receipt of LIHEAP, a client must first complete and submit an application. All households that received a LIHEAP grant in 2008-2009 should have had an application mailed to their home in October. As of November 2, 2009 applications are available upon request from different sources in the community, such as CAOs, a LIHEAP administering agency, utility companies, or online at DPW's Web site.³¹ Clients also may apply online at DPW's COMPASS Web site.³²

The same form may be used to apply for each of the LIHEAP components.

The LIHEAP Application is sufficiently complex that a client may need assistance. Homebound individuals have the right to request that LIHEAP staff mail an application to them at their home and may also receive help in filling out the form.³³

LIHEAP regulations require that a household that received a grant last year be mailed an application for this year. However, because the income eligibility requirements for LIHEAP are different from last year and because a household may have experienced changes (such as in income level or size), receipt of an application does not imply current eligibility.

Timing of Application and DPW Response

The date of application is the date the administering agency receives the application.³⁴ Where an individual is assisted by a utility, community group, or another party in filling out and forwarding an application, the formal date of application is only when the local CAO (the administering agency) receives the application.

DPW has indicated that all households submitting a LIHEAP Cash application in 2009-2010 will receive a system generated notice informing them that their application has been received. This notice will be triggered once the application has been data entered.

The CAO must provide the client with a written determination within 30 days of receiving a complete application for a Cash grant.³⁵ If the Cash grant application is deemed to be incomplete, the administering agency must send the client a notice indicating what

³¹ See <http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/> .

³² See <https://www.humanservices.state.pa.us/compass/CMHOM.aspx> .

³³ 2010 Final State Plan at § 601.24.

³⁴ Id. at § 601.21(3).

³⁵ Id. at § 601.22.

information is missing within 10 *working days* of receipt.³⁶ The applicant then will have 15 *days* from the date of that notice to return the missing information.³⁷

It is important to stress that DPW has the obligation to provide a determination of eligibility within 30 days of receiving a completed application, regardless of any other messages that might be conveyed.

Documentation vs. Verification

DPW uses two different classifications for information submitted in association with LIHEAP: “verification” and “documentation.” “Verification” is defined to include “any form of convincing information, including oral statements or documentation.”³⁸

“Documentation” is defined to include “written or printed evidence, such as fuel bills, rent receipts, or pay stubs, that are needed to determine LIHEAP eligibility and the type and the amount of LIHEAP benefit.”³⁹

Documenting Income

Applicants are required to **document** the amount and source of the income for household members and for anyone in the household who received LIHEAP benefits during the program year as a member of another household.⁴⁰

If an applicant claims little or no income for the household, the applicant may be required to provide **evidence** explaining how the household is meeting its financial obligations.⁴¹ As the Plan does not specify the form of this evidence, applicants are permitted to submit a self-declaration.

Documenting Heating Responsibility

Cash applicants must **document** their responsibility for the main type of fuel for the household.⁴² If the household pays a vendor directly, then home heating responsibility may be documented with a fuel bill or receipt that was issued within two months of the date of the LIHEAP application.⁴³ If a household chooses to have a benefit paid to the vendor of a secondary fuel type, then the household must document its responsibility for both the primary and secondary fuel types.⁴⁴

There are two exceptions to this documentation requirement:

- Receipts from vendors for fuel purchased during the off-season may be acceptable to document heating responsibility.

³⁶ 2010 Final State Plan at § 601.23.

³⁷ Id.

³⁸ Id. at § 601.101(1).

³⁹ Id. at § 601.101(2).

⁴⁰ Id. at § 601.102(a).

⁴¹ Id. at § 601.103.

⁴² Id. at § 601.104(a).

⁴³ Id.

⁴⁴ Id.

- For past LIHEAP recipients, a Cash benefit application may be processed without documentation of responsibility for heat if the application indicates that the household has not moved, the vendor has not changed, and the service has been uninterrupted since the last LIHEAP authorization.⁴⁵

An applicant for a Crisis grant must prove payment responsibility for either the primary or secondary source of heat.⁴⁶ If, as a result of a prior service termination, the individual does not have a recent bill or receipt, then documentation that service will be activated upon determination of LIHEAP eligibility is required from the vendor.⁴⁷

For households that pay for heat indirectly as an undesignated part of their rent, verification or documentation from the landlord or rental agent will establish home heating responsibility.⁴⁸ Oral verification by the landlord is sufficient to meet this burden.

In certain situations, for example, involving an applicant with credit difficulties, safety issues, or the recent death of the bill payer, proof of payment responsibility for either a Cash or Crisis benefit may be in a person's name other than the applicant.⁴⁹ For example, if the LIHEAP applicant continues to have the utility bill in the name of her deceased spouse, she may then provide a driver's license documenting that she resides at the residence.⁵⁰

Documenting Proof of Residence

Applicants are required to document their residency.⁵¹ Examples of satisfactory documentation include copies of a deed, lease, or rental agreement, as well as recent rental receipts.

An applicant temporarily living away from his or her actual residence can still apply for LIHEAP by providing some documentation of the emergency or extenuating circumstances that gave rise to the need to live elsewhere.⁵² The CAO is required, upon request, to assist applicants in these situations in providing appropriate documentation.⁵³

Documenting a Crisis

It is the client's responsibility to prove that there is a home heating crisis.⁵⁴ There are three acceptable forms of proof:

- A utility termination notice or verification of a scheduled termination,
- Verification that utility service has already been terminated, or
- A statement from the applicant that the household's deliverable fuel supply will last less than 15 days.

⁴⁵ 2010 Final State Plan at § 601.104(a).

⁴⁶ Id at § 601.104(b).

⁴⁷ Id.

⁴⁸ Id at § 601.104(c).

⁴⁹ Id at § 601.104(d).

⁵⁰ Id.

⁵¹ Id at § 601.105.

⁵² Id.

⁵³ Id.

⁵⁴ Id. at § 601.108.

Because regulated utility companies cannot terminate service during the Winter Moratorium (December 1 through March 31), a termination notice issued by a regulated utility company during that time is not, by itself, accepted by DPW as proof of a home heating emergency.⁵⁵ Therefore, the determination of whether or not a crisis exists is specific to the particular fact situation. Flexibility for advocates, CAOs, and administering agency staff is often available. Some unusual situations are noted here and are discussed in more detail in the Crisis section of this manual:

- For customers of regulated utility companies, a termination notice is sufficient proof to document a crisis for receipt of a Crisis grant.⁵⁶ *However*, in the context of the Winter Moratorium, DPW's definition of a Crisis may result in either delay or denial in the actual receipt of that grant.⁵⁷
- Subsidized housing tenants are ineligible for a Crisis grant if their rental charge includes an undesignated amount for heat AND is based on a fixed percentage of their income. *However*, should the household become responsible for any payments directly to a vendor, the household is then potentially eligible once they document their heating responsibility.⁵⁸

Miscellaneous Documentation

There are a number of miscellaneous situations an advocate may be required to address:

- Although a Social Security number is not required for eligibility, it is often requested by regulated vendors in order to match the grant to the appropriate account. An applicant who does not have a Social Security number or refuses to disclose it may complete an energy assistance affidavit.⁵⁹ This year the energy assistance affidavit is printed on the application.
- Official documentation from the U.S. Citizenship and Immigration Services is generally sufficient to establish alien status.⁶⁰ A chart of acceptable documents for proving alien status is provided in the Plan.⁶¹

Cash Component

The Cash grant component is available to all eligible individuals with a home heating responsibility. An individual may be a renter or an owner and may use *any* type of fuel to provide heat to the residence: gas, oil, electric, wood, propane, etc. The purpose of the Cash grant is to assist low-income households with their financial home heating burden. Therefore, to receive a Cash grant an individual:

- Need **not** be threatened with termination of service;

⁵⁵ 2010 Final State Plan at § 601.108.

⁵⁶ Id. at § 601.62(2)(ii); 66 Pa.C.S. § 1406(g).

⁵⁷ See the Crisis Component Section of this manual for a discussion of the Winter Moratorium and its impact on Crisis grants.

⁵⁸ 2010 Final State Plan at § 601.31(2)(i)(B).

⁵⁹ Id. at § 601.106.

⁶⁰ Id. at § 601.109.

⁶¹ Id. at pg. B-22.

- Need **not** have an outstanding bill or be in debt to a utility or energy vendor; and
- Need **not** have a direct relationship with a utility or energy vendor.

Grants are correlated to a number of household characteristics that impact affordability:

- Household size,
- Household income,
- Heating Region, and
- Primary (or main) Fuel Type.⁶²

Regardless the household characteristics, Cash grants for 2009-2010 will not be for less than \$100 per household and, in many cases, will be significantly higher.⁶³ Advocates can refer to DPW's Web site at <http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/003671828.aspx> to consult a Benefit Amount Table and determine the size of the Cash grant their client may be awarded.⁶⁴ Please note: The Benefit Amount Table, which only includes income levels up through \$22,999, reflects grant amounts only. It does not indicate income eligibility. Households with incomes above \$22,999 may still be eligible, depending on household size, although they will only receive the minimum amount of \$100. It is therefore important to also check eligibility levels. See Appendix A for 2009-2010 PA LIHEAP Income Guidelines. Each household is eligible for only one Cash grant per program year.⁶⁵

If the household pays for fuel directly, then DPW will pay grants to the fuel vendor/utility on behalf of the household.⁶⁶ If the household pays for heat as an undesignated part of the rent, or if the fuel vendor/utility does not participate as a LIHEAP vendor, then DPW pays the grant directly to the applicant.⁶⁷

Entities such as landlords, rental agents, housing authorities, or hotel or rooming managers are not eligible to receive a direct vendor payment.⁶⁸ Thus, an unscrupulous landlord is not able to intercept or extort a LIHEAP grant from a tenant.

With the advent of competition in electric and natural gas utility service, some clients may be purchasing their energy directly from an entity other than their local regulated distribution company, such as a competitive electric or gas supplier or from an energy marketer. Since these competitive gas or electric suppliers or marketers are currently unable to terminate service to a household, they are not eligible to be registered vendors and are therefore ineligible to receive a direct vendor payment.

⁶²2010 Final State Plan at § 601.41(a)(1-4).

⁶³ Id. at pg. i-ii.

⁶⁴ See <http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/003671828.aspx>.

⁶⁵ 2010 Final State Plan at § 601.43.

⁶⁶ Id. at § 601.44(a).

⁶⁷ Id. at § 601.44(a) and (b).

⁶⁸ Id. at § 601.44(c).

Crisis Exception Payments

The Crisis Exception payment exists to aid clients **without heat** prior to the opening of the Crisis component. **The household’s main heating source or its secondary heating source must be completely shut off or depleted** and the Cash benefit alone does not resolve the home heating emergency. To receive a Crisis Exception payment, a household must first apply for and be determined eligible for a LIHEAP Cash grant. Verification must then be received from the utility or deliverable fuel vendor that the household is completely without heat. Unlike with a regular Crisis grant, an imminent threat of termination or imminent lack of heat does not meet the criteria DPW has established for receipt of a Crisis Exception payment. The CAO will verify that the household is without heat or utility service. Where service has been terminated, the Cash and Crisis Exception grants must be sufficient to result in reconnection, or both will be denied. A household receiving a Crisis Exception payment will not be eligible for an additional Crisis grant.

Crisis Component

The Crisis component exists to aid clients in the case of a home-heating related emergency, such as loss of heat due to a heating system failure, service shut-off, or lack of fuel. Crisis grants may be applied to either main or secondary heat.⁶⁹

Again, receipt of a Crisis benefit is **totally independent** of an application for or receipt of a Cash grant. If a crisis arises, then a client may apply for a Crisis grant as well as for a Cash grant. Note however: prior receipt of a “Crisis Exception payment” will make the household ineligible for receipt of a Crisis grant.

Regardless of whether the emergency was caused by weather, lack of energy supply, or heating system failure, Crisis grants and the Crisis Interface program are available to resolve the crisis. The types of assistance can include:

- Pipe thawing,
- Purchase of a new furnace,
- Furnace repair,
- Broken window repair, or
- Payment of utility bills or for fuel delivery.⁷⁰

Although the Plan notes these particular examples, there is flexibility in how these grants may be used. Creativity on the advocate’s part may come to play in seeking Crisis benefits.

Expedited Processing

Crisis grants must receive expedited processing. A client who qualifies for a Crisis grant must receive assistance within 48 hours of the application.⁷¹ In life threatening situations, assistance must be provided within 18 hours of the application.⁷²

⁶⁹ 2010 Final State Plan at § 601.61.

⁷⁰ Id. at § 601.62.

⁷¹ Id. at § 601.4(2).

Because of the number of applications being processed in a limited time period, CAOs and administering agencies often fall behind on the processing of applications. It is important that, as an advocate, you stay on top of LIHEAP applications and contact your local CAO if the 48hour/18hour Crisis deadlines (as well as the 30 day Cash deadline) are not respected. Each CAO has a LIHEAP administrator who can troubleshoot missed Crisis deadlines. Contact your CAO to identify that individual and contact them immediately after the 48hour/18hour deadline is missed.

Crisis Eligibility

Crisis applicants must meet distinct eligibility criteria to receive a grant:

- The household must meet all of the general eligibility requirements regarding income, home heating responsibility, residency, and alien status.⁷³
- The household must be without heat or in imminent danger of being without heat due to a weather-related event, a home heating system breakdown, a utility shut-off or an energy supply shortage.⁷⁴ **DPW has clarified that a household that heats with a deliverable fuel will be considered to be in a home heating emergency if their heating fuel supply will last less than 15 calendar days.**
- The Crisis benefit must alone, or in conjunction with other resources, resolve the home heating emergency.⁷⁵
- The household must provide proof of the home heating emergency.⁷⁶

Grant Features

The amount of a Crisis grant is equivalent to the amount needed to resolve the crisis subject to the minimum allowable Crisis grant of \$25 and the maximum allowable Crisis grant of \$400.⁷⁷ The amount of the Crisis grant cannot exceed whatever amount is needed to resolve the crisis. During the 2009-2010 program year, unlike in past years, a household may receive only ONE crisis grant, and it must all go to one vendor. A household receiving a “Crisis Exception payment” before the Crisis component opens will be considered to have received a Crisis grant, and will not be eligible for any further payments.

Crisis grants are paid directly to the vendor or utility.⁷⁸ A possible master metering exception is discussed under Special Issues below.

Crisis funds can pay reconnection fees, re-start fees, and reasonable delivery charges.⁷⁹ **They may not be used to pay security deposits or late fees.**⁸⁰

⁷² 2010 Final State Plan at § 601.4(2).

⁷³ Id. at § 601.32(1).

⁷⁴ Id. at § 601.32(2).

⁷⁵ Id. at § 601.32(3).

⁷⁶ Id. at § 601.32(4).

⁷⁷ Id. at § 601.61.

⁷⁸ Id. at § 601.64.

⁷⁹ Id. at § 601.62(2)(i) and (ii).

⁸⁰ Id. at § 601.46; 2010 Final State Plan Assurances at pg. 12.

Heating System Repairs

Weather-related heating emergencies may range from the need for heating system repairs to the need for heating system replacements. A Crisis grant may be used to pay for the repairs; or a household may be deemed eligible for the Crisis Interface/Weatherization Assistance Program, which will make the necessary repairs or system replacements free of charge to the low income applicant.

Deliverable Fuels

Special rules apply when the payment of a Crisis grant comes as the result of a shortage of deliverable fuels (e.g., oil, propane, kerosene, wood). A household that heats with a deliverable fuel will be considered to be in a home heating emergency if their heating fuel supply will last less than 15 calendar days. An applicant's statement that their fuel supply will last less than 15 days is acceptable proof of an energy crisis.⁸¹

Also, in cases where the vendor delivers the fuel, a delivery, up to the \$400 maximum payment, is provided. However, if the vendor does not conduct the delivery and the customer must pick up the fuel, Crisis will pay for the greater of \$75 or the maximum amount of fuel that can be transported by the household in one trip.⁸² A prior statement from the vendor is required to verify the cost of the non-vendor pick-up.⁸³

Crisis Resolution

Households are **ineligible** for a Crisis grant if the grant, alone or combined with other resources available to the household, will not resolve the crisis.⁸⁴ Given the fragile economic condition of LIHEAP Crisis applicants and the rising cost of energy, it is possible that a \$400 Crisis grant alone will be insufficient to resolve the crisis. Advocates may need to work with applicants, reach out to community organizations, and negotiate with utilities in order to generate the additional resources that will complement the Crisis grant in resolving the home heating crisis.

New during the 2009-2010 program year is the setting of a minimum crisis benefit. If a household requires less than \$25 to resolve a home-heating emergency, then they will not be eligible to receive a Crisis grant.

If a regulated electric or natural gas vendor accepts a Crisis payment based on a termination notice or based on the reconnection of service to the household, then that vendor must maintain ongoing service to that household for 30 calendar days following the resolution of the crisis.⁸⁵

If a Crisis payment is made pursuant to a grant which is approved within 30 days of or during the Winter Moratorium period, then the earliest allowed termination date is 30 days

⁸¹ 2010 Final State Plan at §601.108

⁸² *Id.* at § 601.61.

⁸³ *Id.*

⁸⁴ *Id.*

⁸⁵ *Id.*

following the resolution of the crisis or May 1, whichever is later.⁸⁶ Furthermore, if a utility accepts a Crisis grant, then that utility *must offer* a client the opportunity to enroll in that utility's Customer Assistance Program (CAP) or into a budget billing plan.⁸⁷

Crisis and the Winter Moratorium

In general, customers of regulated electric and natural gas utilities with a household income at or below 250% of poverty are protected from service termination from December 1 through March 31 of each year.⁸⁸ Customers of PGW have separate guidelines.⁸⁹

There are some conflicting legal principles at work during the Winter Moratorium. On one hand, a regulated utility company **may not** terminate the utility service of a low-income household from December 1 through March 31 without the special permission of the PUC.⁹⁰ It is extremely rare for utilities to request such permission, and it is even rarer for the PUC to grant it. Since the general principle for receipt of a Crisis grant is that the household must demonstrate the existence of an imminent or actual crisis, DPW will not distribute a Crisis grant to a moratorium protected low-income household. However, on the other hand, Chapter 14 specifically states that a notice of termination is sufficient proof of a crisis to enable a low-income household to qualify for a Crisis grant.⁹¹ This would seem to imply the client will receive a grant.

As a result, some confusing scenarios arise for advocates and applicants:

- **Scenario #1:** A regulated utility issues a termination notice scheduled to take effect during the Winter Moratorium period. Before the utility may act on that termination notice, it must petition the PUC for permission to do so.⁹² In the rare case that the PUC grants permission to act on the notice and terminate the household, then a crisis exists and a Crisis grant may be issued. DPW does not consider the household to be in crisis until the PUC has given permission for the utility to act.⁹³
- **Scenario #2:** A utility issues a termination notice scheduled to take effect during the Moratorium period. The utility either does not seek PUC permission to act on the notice or seeks PUC permission and is denied. In either case, the applicant is not in an actual crisis, but Chapter 14 would appear to authorize the grant anyway.

DPW treats this situation as a quasi-crisis. In past years, applicants in this situation did not receive an absolute denial, but the processing of the grant was delayed until a later date, pending DPW's determination that there was sufficient funding. As of the writing of this Manual, DPW had not made a policy determination as to how this situation will be handled during the 2009-2010 program year.

Advocates should be aware of the confusion this will cause for LIHEAP Crisis applicants. The applicant may receive a notice from DPW informing her that she is

⁸⁶ 2010 Final State Plan at § 601.61.

⁸⁷ *Id.*

⁸⁸ 66 Pa. C.S. § 1406(e)(1).

⁸⁹ *Id.* at § 1406(e)(2).

⁹⁰ *Id.*

⁹¹ *Id.* at § 1406(g).

⁹² *Id.* at § 1406(e)(1).

⁹³ 2010 Final State Plan at § 601.62(2)(ii)(A).

not presently eligible for a Crisis grant because there is no imminent or immediate crisis, but that she may receive a grant if there is sufficient funding at the end of the program year. In this situation, DPW may place the applicant on a chronologically ordered list based on the date of the application, and hold off processing and paying the grant until the client is in actual imminent danger of termination.⁹⁴

- **Scenario #3:** A utility issues a termination notice in February. Because the notice has a sixty day lifespan, it still will be in effect on April 1, after the close of the Winter Moratorium.

A notice sent prior to January 31 will expire before the end of the Moratorium. It is ineffective, absent permission from the PUC, for the utility to commence the termination. DPW will treat this situation as a non-imminent crisis as in Scenario #2.

A notice issued on or after January 31 may be acted upon because it still will be effective as a termination notice on April 1, the first day after the end of the Moratorium on which the utility can terminate service without PUC permission. Whether DPW will provide a Crisis grant may depend on a number of factors, such as the availability of funds, the actual closing date of the Crisis component, or other policy determinations.

Vendors not regulated by the PUC are neither subject to Chapter 14 nor to the Winter Moratorium. Therefore, DPW will treat the customers of those vendors on a case by case basis. For example, some Rural Electric Cooperatives or municipal utilities preclude termination during certain winter months and others do not.

Crisis Interface/Weatherization Assistance Program Component

The Crisis Interface/Weatherization Assistance Program component is designed to help low-income households who are in a crisis situation due to a heating system or furnace breakdown. The program enables a household to receive necessary repairs to a furnace or to replace the furnace outright. Advocates should be aware that the furnace replacement option is being utilized with greater frequency. Because the situation is designated as a Crisis, action is required to occur within the appropriate time frame of 48 or 18 hours. This action sometimes may be a temporary measure taken to ameliorate the crisis, such as the provision of space heaters. A more permanent solution is intended to occur subsequently within a reasonable time. Unlike the Cash and Crisis components, the Crisis Interface program component provides services rather than grants. It is administered jointly by DPW and DCED in the following manner:

- The applicant must be determined by the DPW administrative agency to be eligible for a Crisis interface referral;
- The DPW administrative agency refers the applicant to the appropriate local weatherization agency;
- The weatherization agency conducts a home visit to assess the heating system situation and proceeds to take appropriate action to resolve the crisis and, if appropriate, initiate additional weatherization measures.

⁹⁴ 2010 Final State Plan at § 601.62(2)(ii)(A).

Special rules apply to eligibility for renters. In these situations,

- Written permission is required from the landlord, and
- An agreement is signed between the landlord and the tenant and witnessed by the agency whereby the tenant will not be evicted or suffer a rent increase for a reasonable time (not less than 18 months), unless the eviction or increase is shown to be related to matters other than the weatherization work performed.⁹⁵

Appeals

A client who has been aggrieved -- such as by being improperly denied LIHEAP benefits; by having benefits unjustly delayed; by being approved for less than the correct amount; or by being assessed for an overpayment -- may appeal the decision in question.⁹⁶ However, because LIHEAP is not considered an entitlement, no appeal will lie if the individual applied for LIHEAP after the program closed or where there is a lack of funds.⁹⁷

An appeal form is found in Appendix D of this manual. Detailed procedures for the appeal process are found in Chapter 870 of DPW's Supplemental Handbook, posted online at DPW's Web site.⁹⁸

Key time frames for the advocate to keep in mind include:

- Client must appeal within 30 days of the date of the written notice from the CAO.⁹⁹
- Client must appeal within 60 days of the CAO's failure to act on a request or an application.¹⁰⁰
- Client must appeal within 6 months of the date of the CAO's failure to send a required written notice or where there is administrative error.¹⁰¹

Note: As long as the program is open, these time frames as well as other appealable issues often may be resolved by an individual simply filing a new application.

Special Issues

Familiarity with a handful of program nuances and snags will allow the advocate to be more effective. These items are included in this section.

⁹⁵ 2010 Final State Plan at pg. C-11.

⁹⁶ Id. at § 601.123(a).

⁹⁷ Id.

⁹⁸ See www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/supp/table%20of%20contents.htm.

⁹⁹ 55 Pa Code § 275.3(b)(1); DPW Supplemental Handbook § 870.12.

¹⁰⁰ 55 Pa Code § 275.3(b)(2); DPW Supplemental Handbook § 870.12.

¹⁰¹ 55 Pa Code § 275.3(b)(3); DPW Supplemental Handbook § 870.12.

Primary vs. Secondary Heating Fuel Types

LIHEAP designates two fuel types: main and secondary. Main fuel type is defined as “the source of energy for the central heating system of the residence used by the household or, if the residence is not centrally heated, the source of energy used most by the household.”¹⁰²

“Secondary fuel type” is defined as one of the following:

- (i) The source of energy that is necessary to operate the main heating source.
- (ii) The source of energy used to heat the household in the event that the main heating source is non-operational.¹⁰³

The definition of secondary fuel type can be used to the client’s advantage. For example, if a household’s oil or gas furnace heating system needs electricity in order to operate, the loss of electric service to the residence may result in the shut-down of the furnace. In this instance, advocates may want to apply for a LIHEAP grant citing electric as a “secondary fuel type” under Section 601.3. Note: according to its Operations Memorandum 09-10-01, October 7, 2009, DPW is no longer considering water as a secondary heating source.

Restrictions

LIHEAP benefits may **not** be used for security deposits or for late fees.¹⁰⁴ When attempting to reconnect a client’s utility service, advocates may need to look to other resources or to the utility itself to help generate funds for security deposits or late fees. A request to a utility to waive security deposits or late fees, particularly when the utility stands to receive a Crisis or Cash grant in exchange for the waiver, may receive a positive response. Additionally, each regulated utility and some other energy vendors have Hardship Funds that will assist struggling utility customers with their bills. Contact your client’s local vendor to inquire about additional company-sponsored customer assistance mechanisms.

Earned Income Treatment

An individual with earned income is eligible to receive a larger Cash grant than an individual with unearned income. When determining a household’s total income for *eligibility* for a Cash grant, all income is included. However, once a household is deemed eligible to receive a Cash grant, the administering agency will reduce by 20% the amount of income earned from employment in order to determine the *grant amount*.¹⁰⁵ The effect is to increase the level of the grant and reward those households that have earned income from employment.

LIHEAP and Utility Customer Assistance Programs (CAPs)

Each regulated electric and natural gas distribution company in Pennsylvania is required to provide a Customer Assistance Program (CAP) for the low-income population within its service territory.¹⁰⁶ These programs are administered by individual companies under the

¹⁰² 2010 Final State Plan at § 601.3.

¹⁰³ Id.

¹⁰⁴ Id. at § 601.46; 2010 Final State Plan Assurances at pg. 12

¹⁰⁵ Id. at § 601.41(a)(2).

¹⁰⁶ 66 Pa.C.S.A. § 2803 (electric) and § 2203 (gas).

administrative oversight of the Pennsylvania Public Utility Commission. One purpose of these programs is to protect consumers' health and safety by helping low-income customers maintain affordable utility service.¹⁰⁷ In CAP, monthly utility bills are generally significantly lower. This is accomplished by providing a reduced CAP rate structure tailored to individuals with household incomes of 150% of poverty and below. CAPs also provide for potential forgiveness of pre-program arrears.

Generally, companies provide unique names for their CAP and administer each somewhat differently. Some examples of this diversity may be found in comparing PPL's OnTrack, PGW's Customer Responsibility Program (CRP), NFG's Low-Income Rate Assistance (LIRA) and PECO's CAP Rate programs.¹⁰⁸

Because the goals of and the population served by CAPs and LIHEAP are similar, advocates should be well acquainted with local utility-administered CAPs and how LIHEAP and CAP programs intersect. For example, CAP participants must apply for and designate one LIHEAP grant to the utility administering the CAP; LIHEAP Crisis recipients must be offered entrance into the CAP of the utility company designated to receive that Crisis grant; and utility companies accepting Crisis grants are required to enter into payment arrangements for any remaining outstanding balance due.

There are also points of intersection between the two programs which may create complications and lead to confusion as to where the LIHEAP grant has actually gone. In at least one CAP program (PGW's CRP), a CAP participant's LIHEAP Cash grant has not historically been credited directly to that individual's account but has instead been credited to the entire cost of the CRP program. PGW has committed to changing this process for the 2009-2010 LIHEAP program year. Advocates may wish to review the account to be certain that the LIHEAP grant has, in fact, been credited. In other programs, the LIHEAP Cash grant may be applied to a customer's outstanding "frozen" balance which accrued prior to CAP participation and which may be ultimately forgiven through regular CAP payments. Thus, in neither of these situations does the receipt of a LIHEAP Cash grant get credited to or reflected in the current account balance. DPW has proposed that those public utilities operating CAPs apply the LIHEAP Cash component only to the recipient's monthly "Asked to Pay" amount, with any remaining funds being kept in the customer's account as a credit to pay for future "Asked to Pay" amounts. No LIHEAP funds would be applied to the CAP customer's pre-program arrearages or actual usage amounts. A timeline for implementing this proposed change for utilities other than PGW has not yet been reached by DPW, and discussions with involved stakeholders continue.

The Effect of a Regularly Recurring Annual Receipt of Funds on LIHEAP Income

Occasionally a problem arises when a household receives its annual pension or annuity in one larger payment once per year, rather than through smaller payments recurring monthly. The LIHEAP State Plan clearly gives the applicant the option to choose the most favorable time period to use in determining the income to be calculated for LIHEAP eligibility – the past 90 days or 12 months.¹⁰⁹ However, DPW generally counts the annual payment as part

¹⁰⁷ 52 Pa Code § 54.73 (electric) and § 62.3 (natural gas).

¹⁰⁸ See Appendix C for a list of CAP names and phone referral numbers.

¹⁰⁹ 2010 Final State Plan at § 601.83.

of the household income, regardless of when that payment is received. This may result in either an eligible household inappropriately being deemed ineligible and denied a LIHEAP grant or, if found eligible, in that household receiving a lower Cash grant. Advocates should be aware of this practice and be prepared to challenge it.

Refunds and Second Payments

Vendors receiving a LIHEAP grant must apply that grant to a customer's account within two program years. The two-year period is limited to end no later than June 30 of the year *following* the year in which the grant was awarded.¹¹⁰ Any funds not used in that time period must be refunded to DPW.¹¹¹ Also, if an applicant is awarded a grant and then subsequently dies, changes vendor, or moves from the vendor's service area, then the vendor must refund to DPW any unexpended grant amounts.¹¹²

A second payment of these refunded amounts may be issued to a grantee within the two-year period where the grantee's whereabouts are known, the grantee continues to reside in the Commonwealth, and where the grantee retains heating responsibility.¹¹³

In situations where a vendor receives an overpayment and the overpayment was not the result of fraud, error, or misrepresentation by the applicant, then the error is considered an administrative error for which the applicant is not held responsible.¹¹⁴

Master Metering Issues

Special challenges may arise for the advocate when confronted with a client who receives utility service via a master metering arrangement. Master metering occurs when a landlord or mobile home park owner receives utility service in his/her own name for a property in which multiple tenants live. The landlord divides the cost for the utility bill among the tenants by some formula or calculation and then passes on the assigned cost to each tenant. What is unique is that the billing is not precisely calibrated to individual use.

There are two aspects of this situation that may make it appear that a tenant is ineligible for LIHEAP:

- First, the utility charge is not an undesignated portion of the rent as it is generally understood for purposes of LIHEAP (i.e., where utilities are "included in the rent"). Thus, one may suppose that these tenants do not have a home heating responsibility pursuant to Section 601.31(2)(i)(B).
- Second, the utility payment by the tenant is not paid to a vendor, as defined by the Plan, but to the landlord, management agent, or subcontractor. The Plan specifically excludes landlords from the definition of vendors and precludes landlords from receiving a vendor payment at Section 601.44.

¹¹⁰ 2010 Final State Plan at § 601.46; § 601.65(1).

¹¹¹ *Id.*

¹¹² *Id.* at § 601.46(1); § 601.65(1).

¹¹³ *Id.* at § 610.46(2); § 601.65(2).

¹¹⁴ *Id.* at § 601.144(c).

Despite these confusing appearances, DPW may, based upon a case by case review, provide Crisis grants directly to the tenants or mobile home park residents in these situations. See Section 601.64. Advocates will therefore need to demonstrate that the applicant does have a home heating responsibility and that failure to make the required payments will leave the tenant without heat.

APPENDIXES

Appendix A: 2009-2010 Pennsylvania LIHEAP Income Guidelines

Appendix B: Online Resources and Forms

Appendix C: Contact Lists

- List #1: CAO LIHEAP Coordinator Telephone Numbers and E-mails
- List #2: Utility Customer Assistance Programs Contact List

Appendix D: DPW Forms

- LIHEAP Brochure
- 2009-2010 LIHEAP Application
- DCED/DPW Crisis Interface Referral Form
- Landlord Statement
- LIHEAP Client Notice Form
- LIHEAP Vendor Agreement/Contract
- Appeal Form

Appendix A: 2009-2010 Pennsylvania LIHEAP Income Guidelines

Household Size	Household Income
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515
9	\$61,125
10	\$67,735
Each additional person add	\$5,610

* Eligibility information from <http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/003676887.htm>.

Appendix B: Online Resources and Forms

DPW's Heating Assistance Page	PA Department of Public Welfare	http://www.dpw.state.pa.us/servicesprograms/liheap/default.htm
2010 Final State Plan for PA LIHEAP	PA Department of Public Welfare	http://www.dpw.state.pa.us/Resources/Documents/Pdf/AnnualReports/LIHEAPStatePlan2010.pdf
COMPASS	PA Department of Public Welfare	https://www.humanservices.state.pa.us/compass/PGM/ASP/SC001.asp
LIHEAP Cash Benefit Table for PA	PA Department of Public Welfare	http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/003671828.aspx
LIHEAP Clearinghouse	U.S. Dept. of Health & Human Services Admin. For Children & Families	http://www.liheap.ncat.org/
LIHEAP Homepage	U.S. Dept. of Health & Human Services Admin. For Children & Families	http://www.acf.hhs.gov/programs/liheap/
NEADA	Nat. Energy Assistance Directors Association	http://neada.org/
PA PUC Homepage	Pa Public Utility Commission	http://www.puc.state.pa.us/
DPW LIHEAP Handbook	PA Department of Public Welfare	Please check Web site for availability.

DPW Online Forms:*

PWEA 1-S - LIHEAP Application Form (Spanish)	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_1-S.pdf
PWEA 3a - Eligibility Notice	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_3-A.pdf
PWEA 12 - Vendor Data Change	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_12.pdf
PWEA 32 - Request For Additional Information	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_32.pdf
PWEA 32-S - Request For Additional Information (Spanish)	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_32-S.pdf
PWEA 34 - Vendor Agreement	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA%2034_08-07.pdf
PWEA 36 - Landlord Statement	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_36.pdf
PWEA 40 - DCED/DPW Crisis Interface Referral Form	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA%2040.pdf
PWEA 99 - LIHEAP Information Needed For Supplies	http://www.dpw.state.pa.us/oimpolicymanuals/manuals/bop/le/699/PWEA_99.pdf

* DPW forms currently not available online (as of November 23, 2009, circulation date of this Manual).

Appendix C: Contact Lists

Contact Lists:

- List #1: CAO LIHEAP Coordinator Telephone Numbers and E-mails
- List #2: Utility Customer Assistance Programs Contact List

Pa. Dept. of Public Welfare LIHEAP Coordinator Phone and E-mail Listing

County Code	County Name	District Code	District Name	LIHEAP Coordinator	Telephone Number	E-Mail Address state.pa.us
1	Adams			Steve Monforte	(717) 334-6241	smonforte@
2	Allegheny	C	Headquarters	Inez Titus	(412) 565-2787	ititus@
3	Armstrong			Douglas Fink	(724) 543-1651	dofink@
4	Beaver			Chester May	(724) 773-7536	cmay@
5	Bedford			Janice Leppert	(814) 624-4009	jleppert@
6	Berks			Barry Santee	(610) 736-4251	bsantee@
7	Blair			Glenn Wenzel	(814) 946-7154	gwenzel@
7	Blair			Dennis Irwin	(814) 946-7164	deirwin@
8	Bradford			Leslee Wagner	(570) 268-2601	lewagner@
9	Bucks	1	Bristol	Jojuan Mays	(215) 781-3409	jomays@
9	Bucks	2	Warminster	Jojuan Mays	(215) 781-3409	jomays@
10	Butler			Valerie Hopkins	(724) 284-8842	vhopkins@
11	Cambria			Anthony Utnik	(814) 533-2271	autnik@
12	Cameron			Diana Ewing	(814) 486-3757	dewing@
13	Carbon			Helen Sibbach	(610) 577-9038	hsibbach@
14	Centre			Shelly Bowman	(814) 861 1949	sbowman@
15	Chester			Bruce robertson	(610) 466-1000	rrobertson@
16	Clarion			Kay Schettler	(814) 226-1700	kschettler@
17	Clearfield			Pamela Mohney	(814) 205-1101	pmohney@
18	Clinton			Tara Hough	(570) 893 4537	tahough@
19	Columbia			Pamela D'Orazio	(570) 387-4217	pdorazio@
20	Crawford			Brenda Wait	(814) 333-3406	bwait@
21	Cumberland			Amy Burrell	(717) 240-2734	amburrell@
22	Dauphin			Norma Torres	(717) 787-7436	ntorres@
23	Delaware	1	Chester	Robert Bair	(610) 447-3248	robair@
23	Delaware	2	Darby	Jane Richards	(610) 447-5586	jarichards@
24	Elk			Pamela Freeburg	(814) 776-0340	pfreeburg@
25	Erie			Aaron Jones	(814) 461 2100	aaajones@
26	Fayette			Andrea Myers	(724) 439-7115	anmyers@
27	Forest			Randolph Teska	(814) 755-2105	rteska@
28	Franklin			Lisa Hunt	(717) 262-6539	lhunt@
29	Fulton			Nina Souders	(717) 325-1212	nsouders@
30	Greene			Evaughn Gibbs	(724) 627-8171	egibbs@
31	Huntingdon			David Miller	(814) 641-6447	davidmille@
32	Indiana			Gary Calhoun	(724) 357-2922	gacalhoun@
33	Jefferson			Sandra Hill Gearhart	(814) 938-1339	shill-gear@
34	Juniata			Lance Musser	(717) 436-2158	lmusser@
35	Lackawanna			Joann Osiadacz	(570) 963-3256	josiadacz@
36	Lancaster			Wayne Bonkowski	(717) 299-7508	wbonkowski@
37	Lawrence			Mary Ann Isaac	(724) 656-3048	misaac@
38	Lebanon			Carol Maya	(717) 270 3672	cmaya@
39	Lehigh			Pete Romanyshyn	(610) 821-6580	promanyshy@
40	Luzerne			Deborah Walsh	(570) 826-2111	dewalsh@
41	Lycoming			Patty English	(570) 327-3305	penglish@
42	McKean			Betty Coldren	(814) 362-5373	ecoldren@
43	Mercer			Amy Lytle	(724) 983-5023	alytle@
44	Mifflin			Carol McCardle	(717) 242 6089	cmccardle@
45	Monroe			Douglas Dunay	(570) 424-3030	ddunay@
46	Montgomery			Denise Terrell	(610)270-1796	dterrell@

Utility Customer Assistance Programs Contact List

Utility company	Contact Number
Allegheny Power (LIPURP)	(800) 207-1250
Duquesne (CAP)	(888) 393-7600
Met-Ed (CAP)	(800) 207-9276
PECO (CAP Rate)	(800) 774-7040
Penelec (CAP)	(800) 207-9276
Penn Power (CAP)	(800) 207-9276
PPL (OnTrack)	(800) 358-6623
UGI-Electric (LISHP)	(800) 844-9276
Columbia (CAP)	(800) 537-7431
Dominion Peoples (CAP)	(800) 400-9276
Equitable (EAP)	(412) 395-3050 – Allegheny Co. (800) 654-6335 – Outside Allegheny Co.
NFG(LIRA)	(800) 365-3234
UGI Penn Natural (Partner's Program)	(800) 490-8605
PGW(CRP)	(215) 235-1000
UGI Central Penn (CAP)	(800) 652-0550
TW Phillips (EHF)	(866) 276-4055
UGI - Gas (LISHP)	(800) 340-5394
Pennsylvania American Water (H2O-Help to Others) (Dollar Energy Fund)	NE PA - (800) 565-7292 Central & SE PA - (800) 717-7292 W PA - (800) 474-7292
Aqua (A Helping Hand)	Bucks County - (215) 785-3296 Chester County - (610) 436-4040 Delaware County - (610) 874-8451 Montgomery County - (610) 277-6363 Northumberland County - (570) 644-6570 For all other counties in Pennsylvania, Aqua uses National Recovery Agency and the contact number is 800-360-2998
United Water	Cumberland, Dauphin, Perry & York Counties - (717) 231-3653 Columbia & Schuylkill Counties – (570) 387-4112 Luzerne & Wyoming Counties - (570) 824-8741

Appendix D: DPW Forms

List of Forms:

- LIHEAP Brochure
- 2009-2010 LIHEAP Application
- DCED/DPW Crisis Interface Referral Form
- Landlord Statement
- LIHEAP Client Notice Form
- LIHEAP Vendor Agreement/Contract
- Appeal Form

**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:

<http://www.dpw.state.pa.us/ServicesPrograms/LIHEAP/>

In the following counties, contact the crisis contractor:

Allegheny
(800) 851-3838

Carbon
(610) 377-6400

Centre
(800) 822-2610

Lackawanna
(570) 963-6836

Lancaster
(800) 732-0018

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

ព័ត៌មានសំខាន់អំពីជំនួយលើថ្លៃ អគ្គិសនីសម្រាប់ប្រជាជន
(ENERGY ASSISTANCE PROGRAM) ។

关于能源补助计划的重要消息

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

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 10/09

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

Crisis grants help households who have an emergency and are in immediate danger of being without heat. Emergency situations include:

- A fuel shortage that many leave you without heat
- Having utility service shut off
- Having broken heating equipment (like a furnace) or leaking lines

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

2009 - 2010 LIHEAP
(For Homeowners and Renters)

Household Size	Maximum Income
1	\$ 16,245
2	\$ 21,855
3	\$ 27,465
4	\$ 33,075
5	\$ 38,685
6	\$ 44,295
7	\$ 49,905
8	\$ 55,515
9	\$ 61,125
10	\$ 66,735

Each Additional Person
Add \$ 5,610

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

APPLICATION FOR THE LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

To apply for Energy Assistance, you must complete all questions front and back and sign at the red "X". Be sure your correct and complete name and address is entered below. If incorrect, cross out and PRINT correctly in space provided below. **YOU CAN ALSO APPLY ONLINE AT WWW.COMPASS.STATE.PA.US**

Your Name and Address

Your County Assistance Office Address

If you do not understand these instructions, contact your local county assistance office.

1 Please complete this section if your name and address are not shown above or if the information shown is not correct.

FIRST NAME	MIDDLE INITIAL	LAST NAME	DATE OF BIRTH
STREET ADDRESS		APARTMENT	
CITY		STATE	ZIP CODE

DPW USE ONLY

CRISIS CASH

Application Registration Number _____

County _____

District _____

Record Number _____

Caseload Number _____

Rejected Approved

Date _____

2 What language are you most comfortable with? _____

3 Phone number where you can be reached () _____ None Alternate Phone Number () _____ None

4 Are you interested in weatherization services? Yes No Weatherization Services include home insulation and heating system repair or replacement.

5 List the people who live with you. Start with yourself. Include all children and adults. Include related roomers. Include all unrelated roomers who share household expenses.

Use the codes below to help provide the details for all individuals in your household. Use additional sheets if needed. If you do not have or have a reason not to provide a Social Security Number, complete the attached Energy Assistance Affidavit on page 4.

CITIZENSHIP: (1) U.S. Citizen, (2) Permanent Alien, (3) Temporary Alien, (4) Refugee, (5) Other-not eligible for benefits (All non-U.S. citizens must provide proof of citizenship status.)

RACE (optional): (1) Black or African American, (3) American Indian or Alaskan Native, (4) Asian, (5) White, (6) Other, (7) Native Hawaiian or other Pacific Islander

ETHNICITY (optional): (1) Non-Hispanic, (2) Hispanic or Latino

NAME (Last, First, M.I.)	Date of Birth	Sex		Social Security Number	Citizenship	Race (Optional)	Ethnicity (Optional)	Relationship to You
		M	F					
								SELF
Total persons in household								

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

6 Does anyone in your household receive financial assistance for a disability? 

Yes No

7 Tell us about income for the people in your household. Please tell us about all income, before taxes and deductions.

Name of person with income	Kind of income	How much each month?
Name of person with income	Kind of income	How much each month?
Name of person with income	Kind of income	How much each month?
Name of person with income	Kind of income	How much each month?


Income includes money from: Employment, Veteran's Benefits, Unemployment Compensation, Black Lung benefits, Social Security, Support, Workers Compensation, Interest/Dividends, Rental Income, etc.

We will use the income information you send us to see how much you earn in one year. Please send one of the following:


If you receive regular monthly income such as Social Security, pension, salary or other income, send a copy of one check or a statement showing how much you get each month.

Send paystubs for 3 months if your income does not change much from month to month.

Send paystubs for 12 months if your income changes frequently.

8 Are You 

- Renting with heat not included An owner or are you buying your home
 Renting with heat included Renting subsidized housing/Section 8 housing with heat included
 A roomer Other: _____

9 What is your main heating source? 


- Electric Coal Kerosene Wood/Other
 Fuel Oil Natural Gas Propane or Bottled Gas

This question is asking about your main heating source, the one that heats your home. Attach a copy of your last bill.

If you have no previous bills, but will be paying your own heat, attach a statement from a utility or fuel dealer stating the type of fuel and that you are accepted as a customer.

If heat is included in your rent, attach a note from your landlord stating that heat is included as well as what type of fuel is used.

Answer question 10 only if you want payment sent to the vendor of your second heating source. A second heating source is used to operate your main heating source (in addition to the main fuel), or used if the main heating source is not working.

10 What is your second heating source - if any? 

- Electric Coal Kerosene Wood/Other
 Fuel Oil Natural Gas Propane or Bottled Gas

Attach a copy of your last bill for your main and second heating sources.

11 Show the name and address of the utility company or fuel dealer to whom you want payment sent.

(Name of utility company or fuel dealer) (Account Number)

(Street address) (City) (State) (Zip code)

VOTER REGISTRATION

If you or any other adult in your household is not registered to vote where you live now, would you like to register to vote? Yes No
 If yes, enter the names below. IF YOU DO NOT CHECK 'YES' OR 'NO', OR RETURN THIS FORM, YOU ARE CHOOSING NOT TO REGISTER TO VOTE AT THIS TIME.

To register, you must: 1) Be at least 18 on the day of the next election; 2) Be a citizen of the United States for at least one month PRIOR TO THE NEXT ELECTION; 3) Reside in Pennsylvania and the voting district at least 30 days prior to the next election.

LINE NO CAO ONLY	LAST NAME	FIRST NAME	LINE NO CAO ONLY	LAST NAME	FIRST NAME

YOUR BENEFITS WILL NOT BE AFFECTED IF YOU REGISTER OR DO NOT REGISTER.

If you need help filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. Please contact the Central Unit if you need help. If you believe that someone has interfered with your right to vote, or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the Secretary of the Commonwealth, PA Department of State, Harrisburg, PA 17120. (Toll-free telephone number 1-800-552-VOTE.)

DO NOT COMPLETE: COUNTY ASSISTANCE OFFICE USE

<input type="checkbox"/> Given to Client <u> </u> / <u> </u> / <u> </u>	<input type="checkbox"/> Sent to voter registration <u> </u> / <u> </u> / <u> </u>	<input type="checkbox"/> Mailed to Client <u> </u> / <u> </u> / <u> </u>
<input type="checkbox"/> Declined, not interested <u> </u> / <u> </u> / <u> </u>	<input type="checkbox"/> Not a U.S. citizen <u> </u> / <u> </u> / <u> </u>	<input type="checkbox"/> Declined, already registered <u> </u> / <u> </u> / <u> </u>

Certification

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. My signature on this application gives my permission to the Department of Public Welfare or its authorized agent to: (a) check any information I give about where I live, my jobs, income, resources, energy supply and energy supplier; (b) find out about the costs of my shelter, heating and heating use; and (c) complete any survey in connection with energy assistance. 2. I authorize the release of limited information to approved agencies which provide other energy/weatherization assistance for which I may be eligible. 3. I certify that, subject to penalties provided by law, the information I gave is true, correct and complete to the best of my knowledge. 4. I know that if I give false information, I can be penalized by fine and/or imprisonment. 5. I understand by signing this application, I may not qualify because LIHEAP money has run out. | <ol style="list-style-type: none"> 6. If you fail to provide a Social Security Number or completed Energy Assistance Affidavit, you will not be eligible for benefits. 7. I understand I have the right to appeal any decision or undue delay in decision which I consider improper regarding this application. 8. I affirm that Pennsylvania is my legal residence. 9. I understand any Social Security Number(s) given will be used in the administration of this program, including cross matches with other programs. 10. I understand that I will be sent a notice of eligibility or ineligibility and, if eligible, the notice will state the amount of my benefit. 11. I further understand that if my household is eligible for a LIHEAP cash benefit, it must be sent directly to my utility company or fuel dealer unless I am a renter and my heat is included in my rent or my fuel is supplied by a fuel dealer who does not accept vendor payment. |
|---|--|

Please Sign Here - Use Ink

X

Signature

Date

DPW
USE

Worker's Signature

Date

Authorized Signature

Date

Did you remember to...

- Send proof of all household income
- Send proof of heating responsibility
(copy of bill, receipt, copy of lease, note from landlord)
- Note:** If you would like payment sent to your secondary heating provider, enclose a copy of your main and secondary heating bills.
- Fill out all required information clearly and completely.
- Provide Social Security Numbers for **all** household members, or complete the Energy Assistance Affidavit shown below.
- Address your envelope to your local county assistance office.
- Sign and date your application.
- Send proof of alien status, if applicable.

ENERGY ASSISTANCE AFFIDAVIT

I, _____ of _____
(NAME) (ADDRESS)
_____, this _____ day of _____, having made application to the Department of Public Welfare for financial assistance pursuant to the Energy Assistance Program, and

Recognizing that the Department of Public Welfare has requested my Social Security Number to cross check for fraud or duplication of payments, do hereby swear or affirm that

To the best of my knowledge I do not have a Social Security Number and am, therefore, unable to comply with the Department's request.

I am exercising my rights under Section 7 of the Privacy Act of 1974, and refuse to disclose my Social Security Number.

Signature of Applicant

Signature of Worker

DCED/DPW CRISIS INTERFACE REFERRAL FORM

PART A - To be completed by CAO or Crisis Contractor

Client Name		Social Security Number	County
Client Address (Include Street, City, State & Zip code)			
Telephone (Work Number)		Telephone (Home Number)	Alternate (Number)
Total Occupants In Household	No. 0-2 yrs.	No. 3-5 yrs.	No. 6-59 yrs.
	No. 60 yrs. or older	No. Disabled	
Annual Income ▼ \$	Income Levels: (Check One)		
	Under 75% poverty level: <input type="checkbox"/>	75-100% poverty level: <input type="checkbox"/>	101-115% poverty level: <input type="checkbox"/>
	116-125% poverty level: <input type="checkbox"/>	126-135% poverty level: <input type="checkbox"/>	136-150% poverty level: <input type="checkbox"/>
Owner/Landlord Name		Building Type (Check One) Single Family <input type="checkbox"/> Multi Family <input type="checkbox"/> Mobile home <input type="checkbox"/>	Telephone Number
Owner/Landlord Response to Crisis:			
Fuel Types (Mark as 1st and 2nd) Natural Gas <input type="checkbox"/> Fuel Oil <input type="checkbox"/> Coal <input type="checkbox"/> Wood <input type="checkbox"/> Propane <input type="checkbox"/> Kerosene <input type="checkbox"/> Electric <input type="checkbox"/>			
Is there currently fuel available to the dwelling <input type="checkbox"/> Yes <input type="checkbox"/> No			
Delivery Source (Mark as 1st and 2nd) Forced Air <input type="checkbox"/> Hot Water <input type="checkbox"/> Steam <input type="checkbox"/> Wood Stove <input type="checkbox"/> Gravity <input type="checkbox"/> Space Heater <input type="checkbox"/>			
Other (Explain)			
Heating Vendor Name		Telephone Number	Has a Heating Contractor verified nature of the crisis? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, name if different heating contractor		Telephone Number	Nature of the crisis and/or needed repair
How are you heating your home at present time?		Do you need auxillary heat, i.e., an electric heater? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If necessary, do you have temporary shelter? <input type="checkbox"/> Yes <input type="checkbox"/> No		Referred to DCED by:	Date <input type="checkbox"/> AM <input type="checkbox"/> PM

PART B - To be completed by Weatherization provider: (Check off Code)

Weatherization Code: <input type="checkbox"/> D Repair of heating system <input type="checkbox"/> E Loan of auxillary heater Date of Loan: <input style="width: 100px;" type="text"/> <input type="checkbox"/> F Repair of gas or other fuel lines <input type="checkbox"/> G Replacement of heating system <input type="checkbox"/> H Repair of hot water heating system <input type="checkbox"/> I Pipe thawing service <input type="checkbox"/> J Repair of broken window <input type="checkbox"/> K Loan of blanket	DPW Data Entry Code: <input type="checkbox"/> P <input style="width: 50px;" type="text"/> <input type="checkbox"/> Q <input style="width: 50px;" type="text"/> <input type="checkbox"/> R <input style="width: 50px;" type="text"/> <input type="checkbox"/> S <input style="width: 50px;" type="text"/> <input type="checkbox"/> T <input style="width: 50px;" type="text"/> <input type="checkbox"/> U <input style="width: 50px;" type="text"/> <input type="checkbox"/> V <input style="width: 50px;" type="text"/> <input type="checkbox"/> W <input style="width: 50px;" type="text"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Date Referral Received</td> <td>Date Completed</td> </tr> <tr> <td colspan="2">Name of Contractor</td> </tr> <tr> <td colspan="2">Date Referred to Temporary Shelter</td> </tr> <tr> <td colspan="2">If referral is rejected: (Explanation)</td> </tr> <tr> <td colspan="2">Agency Name</td> </tr> <tr> <td style="text-align: center;">_____ Authorized Signature</td> <td style="text-align: center;">_____ Date</td> </tr> </table>	Date Referral Received	Date Completed	Name of Contractor		Date Referred to Temporary Shelter		If referral is rejected: (Explanation)		Agency Name		_____ Authorized Signature	_____ Date
Date Referral Received	Date Completed													
Name of Contractor														
Date Referred to Temporary Shelter														
If referral is rejected: (Explanation)														
Agency Name														
_____ Authorized Signature	_____ Date													

LANDLORD STATEMENT

DATE:	TELEPHONE:
-------	------------

NAME:	CASE NO.:	DATE:
-------	-----------	-------

Dear Landlord:

_____ has applied for an energy assistance grant and stated that he/she rents a unit from you at _____

He/she has stated that the rent payments include the heating costs for his/her unit. This office is requesting your assistance in verifying this rental information. It will enable us to determine his/her eligibility for an energy assistance grant. Please complete the following questions and return the form in the enclosed envelope. If you have any questions, please call me at the above number.

Sincerely,

1. Does the applicant rent a unit from you at the above address?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--	------------------------------	-----------------------------

2. Does the rent include heat?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	3. Amount of Monthly Rent _____
--------------------------------	------------------------------	-----------------------------	---------------------------------

4. Is this a subsidized housing unit (HUD, Section 8)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	5. Number of Occupants _____
--	------------------------------	-----------------------------	------------------------------

6. Is the rent cost a fixed percent of your tenant's income?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--	------------------------------	-----------------------------

7. Describe the Unit:	<input type="checkbox"/> Apartment	<input type="checkbox"/> House	<input type="checkbox"/> Mobile Home	<input type="checkbox"/> Room
Note: A room may include a private bathroom, board, kitchen or bathroom use on shared basis, light housekeeping facilities				

8. Main Source of Heat:	<input type="checkbox"/> Electric	<input type="checkbox"/> Fuel Oil	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Kerosene
	<input type="checkbox"/> Propane or Bottled Gas	<input type="checkbox"/> Coal	<input type="checkbox"/> Wood	<input type="checkbox"/> Other _____

9. Does the tenant pay the utility company for the electricity that runs the heating system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--	------------------------------	-----------------------------

10. Is there a relationship between you and the tenant? If yes, what is the relationship? _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Thank you for helping to process your tenant's application.

Landlord Signature _____

Landlord Address _____

Landlord Telephone _____

Date _____

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

YOUR COPY
keep for your records.

Mailing Date

Payment



LIHEAP funds in your account with your fuel dealer and/or utility must be used by June 30 of the next LIHEAP program year or they will be returned to the Department of Public Welfare

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

APPEAL COPY
return this part if you are appealing.

Date

Payment



APPEAL
COPY

LIHEAP funds in your account with your fuel dealer and/or utility must be used by June 30 of the next LIHEAP program year or they will be returned to the Department of Public Welfare

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM VENDOR AGREEMENT

Vendor Name and Address

Vendor Number

DPW COPY

Federal I.D. Number

Telephone Number

E-Mail Address

This Agreement is entered into for the purpose of facilitating the provision of Low-Income Home Energy Assistance Program (LIHEAP) benefits to low income households through the delivery of fuel from the vendor to the LIHEAP beneficiary who is a customer of the vendor.

The _____ (herein referred to as the "vendor") certifies that it is not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, or the federal government.

If the vendor enters into any subcontracts under this agreement with other subcontractors who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of this agreement or any extensions or renewals thereof, the Commonwealth shall have the right to require the vendor to terminate such subcontracts.

The vendor agrees that it shall be responsible for reimbursing the Commonwealth for all necessary and reasonable costs and expenses incurred by the Office of the Inspector General relating to an investigation of the vendor's compliance with the terms of this or any other agreement between the vendor and the Commonwealth which results in the suspension or debarment of the vendor.

Vendors will adhere to LIHEAP policy and procedures as defined in the LIHEAP State Plan (provided separately) and will report any discovery of fraud and address any questions regarding participation in the LIHEAP to the local county assistance office (CAO) LIHEAP Coordinator.

The vendor agrees to the following conditions in order to receive energy assistance payments through the Commonwealth of Pennsylvania:

1. To cooperate with the Department of Public Welfare (DPW) by providing information on fuel usage and cost for LIHEAP households.
2. To charge the household according to the company's pricing option chosen. See Appendix A.
3. To not discriminate against any eligible household in regard to terms and conditions of sale, credit, delivery service or price, nor treat adversely any household receiving energy assistance because of such assistance.
4. To promptly notify the CAO LIHEAP Coordinator whenever discrepancies in approved fuel applications are found (for example, oil being authorized for a residence serviced 100% by coal) or the vendor is aware of any potentially fraudulent activity.
5. To participate in all additional programs that distribute LIHEAP funds for which LIHEAP clients may be eligible.
6. To apply all payments paid by DPW (for both Cash Component and Crisis Component benefits) on behalf of the customer against that customer's heating costs subject to subparagraphs "a" through "k" below, and to not use any such funds for security deposits or late payment or other finance charges. Late payment charges must be frozen at the amount they are at the time notification of eligibility for LIHEAP (energy assistance) benefits is received by the vendor, and may not be increased for the remainder of the LIHEAP program year, i.e., the date that applications for LIHEAP benefits are no longer accepted. This requirement does not supersede the provisions of the Federal Bankruptcy Act, 11 U.S.C., Section 366.
 - a) Cash component payments received on behalf of a LIHEAP customer will be used to cover customer fuel purchases only, and will be available as a line of credit to meet additional fuel costs, including resolution of a subsequent fuel crisis, until they are exhausted, or until expiration of the state fiscal year (June 30) following the end of the state fiscal year in which LIHEAP benefits were authorized. Cash grant funds are to be used for fuel purchases only, and cannot be used for repairs (except as described under "b" and "c" below) or for service maintenance contracts.
 - b) If a household receives benefits from the cash component and subsequently applies for crisis benefits, any line of credit which the household may have with the vendor, including but not limited to LIHEAP cash component benefits, will be used for resolution of the crisis.
 - c) LIHEAP crisis component benefits may be used for energy supply shortage emergencies to provide fuel to a household that is out of fuel or is in imminent danger of being without fuel or to restore home heating service to a household that is without heat due to termination of the main or second source of heat by a utility company. Such benefits may include reconnect fees, off-hour delivery charges, or minimal costs (i.e., \$50 or less) to restart the furnace. An eligible household may also receive crisis benefits for weather related emergencies including the purchase of a new heating system, the repair of an existing heating system, pipe thawing services and the repair of broken windows, fuel lines, or the water heating system. Additionally, crisis component payment for deliverable fuels (oil, coal, etc.) may not be used for unpaid

balances, maintenance contracts or finance charges. The amount of a crisis benefit is the minimum amount needed to resolve the crisis. If for any reason, the amount of crisis benefits authorized for energy supply shortage emergencies is in excess of the minimum amount needed to resolve the crisis, the excess may be retained as a line of credit.

- d) The vendor must return any unused LIHEAP funds to DPW within 48 hours after the basis for the return is known. In instances where a customer's whereabouts are unknown or a customer changes vendors, dies, or departs the area serviced by the vendor, or receives a duplicate payment.
 - e) If a security deposit was erroneously paid with LIHEAP funds, or a billing error is detected, the vendor will contact the CAO LIHEAP Coordinator for appropriate action.
 - f) If it is determined that a LIHEAP overpayment has occurred due to vendor error, the vendor is responsible for reimbursement from the vendor's funds, not the customer's account. Vendor error includes, but is not limited to; the vendor failing to provide appropriate or accurate customer account information, non-equitable pricing practice, failure to provide credit balance information and/or using a communal account for LIHEAP funds.
 - g) DPW is authorized to recoup past due LIHEAP balances from vendors by debiting any current or future LIHEAP payment to the vendor for an amount equal to the outstanding unrefunded balance that is due to DPW from the vendor. A record of the balance of funds owed is established by DPW when a vendor error has occurred or a vendor has received a payment on behalf of a client who has subsequently moved to another county and is no longer a customer of the vendor. The vendor must return these funds to DPW. DPW will send the vendor up to three notices requesting payment of the funds. If the vendor has failed to respond after the third notice, the amount of the balance of funds owed to DPW will be deducted from the vendor's next payment(s) until the funds are repaid. The vendor acknowledges that DPW will reduce vendor payments by the amount of the balance of funds owed to allow for the expeditious collection of these debts. The vendor agrees to apply the full payment amount of each LIHEAP benefit approved by DPW to the respective account of each LIHEAP recipient whom the vendor serves.
 - h) Vendors that accept crisis payments based on utility termination notices or based on reconnection of utility service must agree to maintain ongoing utility service to such households for no less than 30 calendar days from the date of the resolution of the crisis. With regard to crisis payments made pursuant to any grants approved during the Public Utility Commission winter termination procedure referred to in §601.62(ii)(A) of Appendix B of the LIHEAP State Plan, the earliest allowable termination date is 30 days following the resolution of the crisis or May 1, whichever is later.
 - i) If a participating energy vendor makes a Customer Assistance Program (CAP) available to other customers, then that vendor shall enroll crisis recipients in a CAP or establish a budget plan, whichever is more advantageous to the recipient once the LIHEAP household is approved for a crisis grant. Only the energy vendor that receives the crisis grant is required to offer the CAP or budget plan.
 - j) In cases in which an eligible LIHEAP household has no present utility service or deliverable fuel supply, a LIHEAP Crisis Grant tendered to the utility must be accepted as the basis for reconnection of service or for providing a fuel delivery.
 - k) All vendors that sell oil, kerosene and blended (oil/kerosene) fuel will agree to participate in the LIHEAP Oil Buying Program and will provide those fuels to LIHEAP cash and crisis customers under the pricing and conditions established in Appendix A. Pricing option selection is required.
7. To review customer accounts annually at the end of the LIHEAP program year and identify funds that will be returned to DPW. LIHEAP funds are available for use during a two-year period, which includes the year of receipt and the year immediately following. All LIHEAP funds which have not been expended on or before June 30 of the year immediately following the LIHEAP Program year in which benefits were authorized must be returned to the Department of Public Welfare (DPW) by July 31 of that year. The DPW will, on an annual basis, notify the vendors of the need to identify these accounts and request return of the funds. Any LIHEAP funds discovered through the annual review as defined in subparagraphs 6c, 6d, and 6e must be returned within 48 hours of discovery.
8. To return funds as required above by check within 48 hours after the basis for return is known, unless otherwise specified in this agreement. The information must be provided as indicated on the form issued by DPW. Checks shall be made payable to the Commonwealth of Pennsylvania and forwarded to:

**DEPARTMENT OF PUBLIC WELFARE
COMPTROLLER'S OFFICE
PO BOX 2675
HARRISBURG PA 17105-2675**

9. To present for review or reproduction, records maintained by the vendor concerning overall pricing, conditions of sale, credit, and delivery of service, upon request by the Department of Public Welfare for audit or investigation purposes, as provided in this agreement.

Failure to comply with any of these conditions will result in removal from the approved vendor file and suspension of further payments to the vendor for client services.

The Commonwealth reserves the right for State and Federal agencies or their authorized representatives to perform financial and compliance audits, if deemed necessary by Commonwealth or Federal agencies. If it is decided that an audit of this agreement will be performed, the vendor will be given advance notice.

Vendors will retain all books, records and documents pertaining to LIHEAP payments for a period of four years from the receipt of payment or until all questioned costs or activities have been resolved to the satisfaction of the Commonwealth, or as required by applicable federal laws and regulations. All records must be maintained in a legible, readable condition. If records are maintained in a computer, the vendor must cooperate in providing printed versions of such records. These recipient-specific records should clearly identify for both cash and crisis payments under the LIHEAP, charges to the account, and documentation supporting these entries by individual household.

This agreement is for the Federal Fiscal Year 2009 LIHEAP program and must be signed by the vendor and returned in order to participate as a vendor in the LIHEAP program. This vendor agreement will remain in force until superseded by a new agreement, or terminated for convenience upon 30 day written notice by either the Department of Public Welfare or by the vendor.

The Vendor will retain one copy of this signed agreement for reference by staff responsible for handling LIHEAP funds, and will return one copy of the signed Agreement to the CAO LIHEAP coordinator.

Signature _____ Position _____ Date _____

Company Name _____

PWEA 34 5/08

Vendor Name
Vendor Number

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM VENDOR AGREEMENT (DPW COPY)

APPENDIX A: PROVISIONS FOR VENDORS OF OIL, KEROSENE, AND BLENDS

Vendors providing oil, kerosene, and/or blends of the two fuels agree to charge households that have received LIHEAP cash or crisis benefits in accordance with one of the pricing options below. Each vendor must select a pricing option, identify the primary wholesale rack from which the vendor purchases its heating oil and kerosene, and specify the typical percentage blend of oil and kerosene that is used if and when these fuels are blended together for delivery to individual LIHEAP customers.

Please select ONE option only - that is, select either one of the two Margin-Over-Rack (MOR) options or one of the two Discount-Off-Retail (DOR) options. The pricing option selected will apply to oil, kerosene and blended fuels provided to all LIHEAP customers served by the vendor. Mark your selection on this vendor copy and also on the DPW copy.

In the event that the vendor's normal retail price is less than the amount calculated in the pricing option selected, the vendor agrees to charge the customer the vendor's normal retail price for the heating fuel being delivered to that customer on that date of delivery (i.e., the price the customer would have been charged if there were no pricing options as outlined below, with any adjustments for normal discounts).

The vendor agrees to provide the Commonwealth and its program implementation team with information verifying pricing as requested. Price verification may occur by telephone, fax, e-mail or internet.

Four pricing options are available to vendors

- Two Margin-Over-Rack (MOR) pricing options: (1) Option A for LIHEAP funds only or (2) Option B for the entire LIHEAP season
- Two Discount-Off-Retail (DOR) pricing options: (1) Option C for LIHEAP funds only or (2) Option D for the entire LIHEAP season

These four options are explained in more detail below. Please select only one option and provide the required wholesale rack and blend percentage information requested.

Margin-Over-Rack (MOR) pricing specifies a maximum margin (cents/gallon) that is added to the vendor's wholesale price/gallon each day to produce the maximum retail price that can be charged for fuel delivered to LIHEAP customers that day. The vendor must charge THE LESSER OF this maximum calculated retail price or the vendor's normal retail price. If the vendor sells blended fuel, the appropriate margin as defined below will be added to the vendor's wholesale price for each fuel. Two MOR pricing options are available, reflecting the maximum margin that may be added to the vendor's wholesale fuel price for deliveries made to LIHEAP customers. If you would like to choose an MOR option, select Option A or Option B below.

- Option A: Margin-Over Rack (MOR) Pricing Applied **ONLY** to Home Heating Oil or Kerosene Purchased with LIHEAP Funds

MOR (maximum margin) is set at 35 cents per gallon for home heating oil
MOR (maximum margin) is set at 38 cents per gallon for kerosene
Each vendor using this MOR pricing option will set the price for heating oil, kerosene and blended fuel daily, using the margins for home heating oil and kerosene at the levels of each fuel included in the blend.

- Option B: Margin-Over Rack (MOR) Pricing Applied to **ALL** Home Heating Oil or Kerosene Deliveries Made to LIHEAP Customers Throughout the Entire LIHEAP Program Year (typically November-March)

MOR (maximum margin) is set at 39 cents per gallon for oil
MOR (maximum margin) is set at 42 cents per gallon for kerosene
Each vendor using this MOR pricing option will set the price for heating oil, kerosene and blended fuel daily using the margins for home heating oil and kerosene at the levels of each fuel included in the blend.

Primary wholesale rack (supplier and location): _____

Do you ever provide an oil/kerosene blend to LIHEAP customers?

- No Yes (Specify typical blend percentages): _____ % oil, _____ % kerosene

Discount-Off-Retail (DOR) pricing specifies a cents/gallon discount that is applied to each gallon of heating oil or kerosene delivered to LIHEAP customers. If the vendor has received the LIHEAP grant on behalf of the customer prior to fuel delivery to that customer, the discount is subtracted from the vendor's cash price. If the vendor has not yet received the LIHEAP grant on behalf of the customer, the discount is subtracted from the vendor's credit price (if the vendor has a credit price). The resulting discounted price/gallon is the price charged for fuel deliveries made to the LIHEAP customer that day. If you would like to choose a DOR option, select either Option C or Option D below.

- Option C: Discount-Off-Retail (DOR) Pricing Applied **ONLY** to Home Heating Oil or Kerosene Purchased with LIHEAP Funds

13 cents per gallon discount for oil, kerosene and blends

- Option D: Discount-Off-Retail (DOR) Pricing Applied to **ALL** Home Heating Oil or Kerosene Deliveries Made to LIHEAP Customers Throughout the Entire LIHEAP Program Year (typically November-March)

9 cents per gallon discount for oil, kerosene and blends

Primary wholesale rack (supplier and location): _____

Do you ever provide an oil/kerosene blend to LIHEAP customers?

- No Yes (Specify typical blend percentages): _____ % oil, _____ % kerosene

Regardless of the option selected, if the home energy supplier adds a synthetic additive to the heating oil delivered in order to prevent the fuel from congealing, the supplier may charge for the additive up to - but not more than - the additive price charged to non-LIHEAP customers.

PA LOW INCOME HOME ENERGY ASSISTANCE PROGRAM HEATING OIL/KEROSENE VENDOR INFORMATION FORM

Please return this form with your vendor agreement. Information provided will be shared with local LIHEAP certifiers.

Company Name: _____

Contact Person(s): _____

Company Address: _____

City: _____ State: _____ Zip-Code: _____

Telephone: _____ Fax: _____

E-mail (required, if available): _____

Preferred Method of Communication: _____ Phone _____ Fax _____ E-Mail _____ US Mail

1. WHICH COUNTIES DOES YOUR COMPANY DO BUSINESS IN? (Please Check)

- | | | |
|-------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Adams | <input type="checkbox"/> Franklin | <input type="checkbox"/> Snyder |
| <input type="checkbox"/> Allegheny | <input type="checkbox"/> Fulton | <input type="checkbox"/> Somerset |
| <input type="checkbox"/> Armstrong | <input type="checkbox"/> Greene | <input type="checkbox"/> Sullivan |
| <input type="checkbox"/> Beaver | <input type="checkbox"/> Huntingdon | <input type="checkbox"/> Susquehanna |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> Indiana | <input type="checkbox"/> Tioga |
| <input type="checkbox"/> Berks | <input type="checkbox"/> Jefferson | <input type="checkbox"/> Union |
| <input type="checkbox"/> Blair | <input type="checkbox"/> Juniata | <input type="checkbox"/> Venango |
| <input type="checkbox"/> Bradford | <input type="checkbox"/> Lackawanna | <input type="checkbox"/> Warren |
| <input type="checkbox"/> Bucks | <input type="checkbox"/> Lancaster | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Butler | <input type="checkbox"/> Lawrence | <input type="checkbox"/> Wayne |
| <input type="checkbox"/> Cambria | <input type="checkbox"/> Lebanon | <input type="checkbox"/> Westmoreland |
| <input type="checkbox"/> Cameron | <input type="checkbox"/> Lehigh | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Carbon | <input type="checkbox"/> Luzerne | <input type="checkbox"/> York |
| <input type="checkbox"/> Centre | <input type="checkbox"/> Lycoming | |
| <input type="checkbox"/> Chester | <input type="checkbox"/> McKean | |
| <input type="checkbox"/> Clarion | <input type="checkbox"/> Mercer | |
| <input type="checkbox"/> Clearfield | <input type="checkbox"/> Mifflin | |
| <input type="checkbox"/> Clinton | <input type="checkbox"/> Monroe | |
| <input type="checkbox"/> Columbia | <input type="checkbox"/> Montgomery | |
| <input type="checkbox"/> Crawford | <input type="checkbox"/> Montour | |
| <input type="checkbox"/> Cumberland | <input type="checkbox"/> Northampton | |
| <input type="checkbox"/> Dauphin | <input type="checkbox"/> Northumberland | |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> Perry | |
| <input type="checkbox"/> Elk | <input type="checkbox"/> Philadelphia | |
| <input type="checkbox"/> Erie | <input type="checkbox"/> Pike | |
| <input type="checkbox"/> Fayette | <input type="checkbox"/> Potter | |
| <input type="checkbox"/> Forest | <input type="checkbox"/> Schuylkill | |

2. WILL YOUR COMPANY ACCEPT NEW LIHEAP CUSTOMERS? Yes No

3. IF YES...ARE THERE CONDITIONS TO ACCEPTING NEW CUSTOMERS?

No Yes, please explain _____

4. WILL YOUR COMPANY ACCEPT LIHEAP CASH BENEFITS? Yes No

WILL YOUR COMPANY ACCEPT LIHEAP CRISIS BENEFITS? Yes No

5. TYPES OF FUEL DELIVERED TO LIHEAP CUSTOMERS (Please check all that apply):

#2 Heating Oil Kerosene #2 Oil/ Kero Blend

Propane Coal Wood Wood Pellets

Biofuel (type of biofuel): _____

6. TYPES OF SERVICES PROVIDED (Please check all that apply):

Furnace Repairs/Replacements Clean & Tune Services

Annual Service Contracts

7. DOES YOUR COMPANY HAVE OFF-ROUTE OR EMERGENCY DELIVERY FEES? Yes No

Same Day Weekday Fee Same Day Weeknight Fee

Same Day Weekend Fee Furnace Startup Fee

8. DOES YOUR COMPANY REQUIRE A MINIMUM DELIVERY? Yes No

Minimum delivery: _____ gallons Fee if not met: \$ _____

9. PAYMENT PLANS OFFERED TO LIHEAP CUSTOMERS (Please check all that apply):

C.O.D. Credit (with prior credit approval)

10. PRICE PROTECTION PLANS OFFERED TO LIHEAP CUSTOMERS (Please attach a copy of the specific terms and conditions of these plans)

Fixed Price Capped Price Pre-Buy (with price protection)

Clearfield County

- | | | |
|---|--|--|
| <input type="checkbox"/> Serve Entire County | | |
| <input type="checkbox"/> Allemans | <input type="checkbox"/> Hawk Run | <input type="checkbox"/> Newtonburg |
| <input type="checkbox"/> Allport | <input type="checkbox"/> Helvetia | <input type="checkbox"/> Oklahoma |
| <input type="checkbox"/> Amesville | <input type="checkbox"/> Henderson | <input type="checkbox"/> Olanta |
| <input type="checkbox"/> Anderson Creek | <input type="checkbox"/> Hepburnia | <input type="checkbox"/> Osceola Mills |
| <input type="checkbox"/> Ansonville | <input type="checkbox"/> Home Camp | <input type="checkbox"/> Ostend |
| <input type="checkbox"/> Ashland | <input type="checkbox"/> Houtzdale | <input type="checkbox"/> Patchinville |
| <input type="checkbox"/> Beccaria | <input type="checkbox"/> Hyde | <input type="checkbox"/> Penfield |
| <input type="checkbox"/> Bells Landing | <input type="checkbox"/> Irishtown | <input type="checkbox"/> Piper |
| <input type="checkbox"/> Berwinsdale | <input type="checkbox"/> Irvona | <input type="checkbox"/> Potterdale |
| <input type="checkbox"/> Bigler | <input type="checkbox"/> Janesville | <input type="checkbox"/> Ramey |
| <input type="checkbox"/> Bloomington | <input type="checkbox"/> Jeffries | <input type="checkbox"/> Rockton |
| <input type="checkbox"/> Boardman | <input type="checkbox"/> Karthaus | <input type="checkbox"/> Sabula |
| <input type="checkbox"/> Brisbin | <input type="checkbox"/> Keewaydin | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Burley | <input type="checkbox"/> Kellytown | <input type="checkbox"/> Shaffer |
| <input type="checkbox"/> Burnside | <input type="checkbox"/> Kerrmoor | <input type="checkbox"/> Shawville |
| <input type="checkbox"/> Chester Hill | <input type="checkbox"/> Kylertown | <input type="checkbox"/> Shiloh |
| <input type="checkbox"/> Chestnut Grove | <input type="checkbox"/> Lanse | <input type="checkbox"/> Smoke Run |
| <input type="checkbox"/> Clearfield | <input type="checkbox"/> Lecontes Mills | <input type="checkbox"/> Stanley |
| <input type="checkbox"/> Coalport | <input type="checkbox"/> Lumber City | <input type="checkbox"/> Stiffertown |
| <input type="checkbox"/> Curry Run | <input type="checkbox"/> Luthersburg | <input type="checkbox"/> Surveyor |
| <input type="checkbox"/> Curwensville | <input type="checkbox"/> Madera | <input type="checkbox"/> Sylvis |
| <input type="checkbox"/> Dimeling | <input type="checkbox"/> Mahaffey | <input type="checkbox"/> Troutville |
| <input type="checkbox"/> Drain Lick | <input type="checkbox"/> Marron | <input type="checkbox"/> Tyler |
| <input type="checkbox"/> Drifting | <input type="checkbox"/> McCartney | <input type="checkbox"/> Utahville |
| <input type="checkbox"/> DuBois | <input type="checkbox"/> McGees Mills | <input type="checkbox"/> Viola |
| <input type="checkbox"/> Erhard | <input type="checkbox"/> McPherron | <input type="checkbox"/> Wallacetown |
| <input type="checkbox"/> Faunce | <input type="checkbox"/> Mineral Springs | <input type="checkbox"/> Waukesha |
| <input type="checkbox"/> Frenchville | <input type="checkbox"/> Morann | <input type="checkbox"/> West Decatur |
| <input type="checkbox"/> Ginter | <input type="checkbox"/> Morrisdale | <input type="checkbox"/> Westover |
| <input type="checkbox"/> Glen Hope | <input type="checkbox"/> Munson | <input type="checkbox"/> Winburne |
| <input type="checkbox"/> Glen Richey | <input type="checkbox"/> Needful | <input type="checkbox"/> Woodland |
| <input type="checkbox"/> Goshen | <input type="checkbox"/> New Millport | |
| <input type="checkbox"/> Grampian | <input type="checkbox"/> New Washington | |
| <input type="checkbox"/> Grassflat | <input type="checkbox"/> Newburg | |

Wayne County

Serve Entire County

Aldenville
 Angels
 Arlington
 Atco
 Beach Lake
 Bethany
 Boyds Mills
 Cold Spring
 Creamton
 Damascus
 Dyberry
 Equinunk
 Galilee
 Girdland
 Gouldsboro
 Gravity
 Hamlin

Hawley
 Hoadleys
 Hollisterville
 Honesdale
 Indian Orchard
 Lake Ariel
 Lake Como
 Lakeville
 Lakewood
 Lookout
 Maplewood
 Milanville
 Newfoundland
 Orson
 Pleasant Mount
 Poyntelle
 Preston Center

Preston Park
 Priceville
 Prompton
 Rileyville
 Rock Lake
 Shehawken
 South Canaan
 South Sterling
 Stalker
 Starlight
 Starrucca
 Sterling
 Tyler Hill
 Waymart
 White Mills
 Whites Valley
 Winterdale

RIGHT TO APPEAL AND TO A FAIR HEARING

1. You have the right to appeal any action or failure to act and to have a hearing if you are dissatisfied with any decision to refuse, discontinue, change, suspend or reduce your energy benefit. Exception: You do not have the right to a hearing if the Energy Assistance Program was closed, prior to authorization of benefits, due to lack of funds or if you applied after the program was closed.
2. At the hearing you can present to the Administrative Law Judge the reasons why you think the decision on your application is incorrect and present evidence or witnesses in your own behalf. You have the right to represent yourself or to have anyone represent you. A staff member of the local County Assistance Office will refer you for free legal help upon request.
3. If you speak a language other than English, and need an interpreter, you may request help in obtaining an interpreter. If you require any reasonable accommodation because of a hearing impairment (or other disability), the necessary arrangements will be made to provide the accommodation. You must make the request in advance of the hearing.
4. If you and your representative would like to meet with Energy Assistance Program staff to discuss the matter informally or to give information which might change the proposed action, please call the Energy Coordinator of your local County Assistance Office. This will not delay or replace your fair hearing.
5. Your request for a hearing must be postmarked or received within 30 days of the date of this notice. If your request is not postmarked or received within the 30-day time limit, your appeal will be dismissed without a hearing.
6. To appeal and request a hearing for Energy Assistance you may call the Energy Assistance Coordinator of your local County Assistance Office. You must also put your appeal in writing as follows.

If you are appealing this determination - Remove this part of this form at the perforation and retain for your records. Complete the form below giving the reason for your appeal, sign the form, give your exact address and telephone number and mail or take it to the local County Assistance Office.

I WANT TO REQUEST A HEARING BECAUSE

Representative's Signature	Date	Applicant's Signature	Date
Representative's Address		Applicant's Address	
Representative's Telephone Number		Applicant's Telephone No.	Client's Case No. - If receiving public assistance

CHOOSE THE TYPE OF HEARING YOU WANT

The Office of Hearings and Appeals will hold a hearing for you either over the telephone or face-to-face. You may choose the type.

If you do not have a telephone in your home and cannot get to one (for example: a friend or relative's telephone), you may go to the telephone hearing at your local County Assistance Office.

If you do not want a telephone hearing, a face-to-face hearing will be scheduled for you in the city as indicated for your county below.

CHECK THE TYPE HEARING YOU WANT Telephone Face-to-Face

Check if you need an interpreter - if so, what language: _____

If you need an interpreter at the hearing because you do not speak English or you have limited understanding of English, or you have a hearing impairment, the Department will arrange for an official interpreter at no cost to you. You may bring a friend or relative to assist you at the hearing, but the interpreter provided by the Department will be the official interpreter. **If you require any reasonable or special accommodation because of a hearing impairment (or other disability), the necessary arrangements will be made to provide the accommodation.** You must make the request for an interpreter or other accommodation in advance of the hearing.

HEARING LOCATIONS

- PHILADELPHIA FOR:** Bucks, Chester, Delaware, Montgomery, Philadelphia
- PITTSBURGH FOR:** Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, McKean, Mercer, Potter, Somerset, Venango, Warren, Washington, Westmoreland.
- HARRISBURG FOR:** Adams, Berks, Centre, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northampton, Northumberland, Perry, Schuylkill, Snyder, Union, York, Lehigh.
- PLYMOUTH FOR:** Bradford, Clinton, Lackawanna, Monroe, Sullivan, Tioga, Wyoming, Carbon, Columbia, Luzerne, Pike, Susquehanna, Wayne.