

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

**Pennsylvania Advocates Manual
2016-2017 Edition**

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Preface

We are pleased to provide you with the 2016-2017 electronic edition of *The Low-Income Home Energy Assistance Program (LIHEAP) Pennsylvania Advocates Manual*. The manual is developed and produced by the Pennsylvania Utility Law Project (PULP) for use by members of the Pennsylvania Legal Aid Network and others who assist low-income individuals. We hope that you find it to be of value to you and the members of your staff. Please feel free to copy as needed, circulate, and maintain a copy in your reference library.

The updated 2016-2017 Manual is different from earlier editions circulated in prior years. Please replace any older version. This year's edition reflects program changes, current forms, references, website links, as well as additional issues and advocacy suggestions. The footnotes contain citations to the LIHEAP State Plan¹ and relevant legal authority for your reference. In the Appendices, you will find contact lists and resources to assist in your advocacy.

The different aspects and components of LIHEAP often change from year to year and can be confusing to advocates and applicants. Many eligible consumers do not apply, and those who do apply often receive less than their full potential benefits. We intend this Manual to be a working reference that aids understanding of and access to the benefits provided by Pennsylvania's LIHEAP. We value and request your input regarding the success of the Manual in meeting your needs and welcome any suggestions for modification.

¹ All references to the State Plan in this manual refer to the Final 2016-2017 State Plan. PA. DEP'T OF HUMAN SERVICES, LIHEAP STATE PLAN (2016) (hereinafter LIHEAP STATE PLAN), available at http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_241596.pdf.

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2016-2017 LIHEAP PROGRAM IN BRIEF**Summary of Updates and Changes for the 2016-2017 LIHEAP Program Year²**Program Dates:³

- | | | |
|------------------------|--------------------|------------------------|
| • Cash Grant | opens Nov. 1, 2016 | closes March 31, 2017; |
| • Crisis Grant | opens Nov. 1, 2016 | closes March 31, 2017; |
| • Crisis Interface/WAP | opens Nov. 1, 2016 | closes March 31, 2017; |

The Department of Human Services (DHS)⁴ may extend or shorten program dates depending on availability of funds.⁵

Eligibility: Eligibility is set at 150% of the Federal Poverty Income Guidelines for Cash and Crisis Grant Program, and at 200% of the Federal Poverty Income Guidelines for the Crisis Interface and Weatherization Assistance Program (WAP):⁶

2016-2017 LIHEAP Household Income Limits⁷

Household Size	150% FPL for Cash & Crisis
1	\$ 17,820
2	\$ 24,030
3	\$ 30,240
4	\$ 36,450
5	\$ 42,660
6	\$ 48,870
7	\$ 55,095
8	\$ 61,335
9	\$ 67,575
For each additional person add	\$ 6,240

² There may be modifications made during the 2016-2017 LIHEAP program year. Please be alert for any changes.

³ LIHEAP STATE PLAN at iv.

⁴ The Department of Public Welfare changed its name to the Department of Human Services in November 2014.

⁵ LIHEAP STATE PLAN at iv.

⁶ *Id.*

⁷ *Id.* at v.

Grant Amounts:⁸

- o Minimum Cash grant will be \$200.
- o Maximum Cash grant will be \$1,000.
- o Minimum Crisis grant will be \$25.
- o Maximum Crisis grant will be \$500.

Changes to LIHEAP in 2016-2017

DHS will issue **Supplemental Cash Benefits** to “vulnerable” households qualifying for a LIHEAP cash grant.⁹ A household is vulnerable if it has at least one member that is:

- o Elderly (age sixty or older);
- o An individual with a disability;¹⁰ or
- o Age five or under.

The age of the household members is determined by their age at the time the LIHEAP application is processed.¹¹

Supplemental Cash Benefits will be issued cumulatively, based upon the composition of the household, in the following amounts (up to a maximum supplement of \$175):

- o \$50 if the household contains someone elderly (age sixty or older)
- o \$50 if the household contains an individual with a disability
- o \$75 if the household contains a child age five or under

⁸ *Id.* at vi - viii.

⁹ *Id.* at app. B § 601.41(c).

¹⁰ DHS has determined that for a household member to meet the disability category, the member must be receiving financial assistance for a disability or be eligible for Medical Assistance (MA) through DHS due to a disability. *See* LIHEAP STATE PLAN at x. This is an expansion from the definition of disability in last year’s Plan. We believe financial assistance should be interpreted broadly to include *any* financially beneficial assistance that the household receives because of a disability. In addition, we believe there is argument that DHS should be using the broader definition of disability found in the LIHEAP handbook. *See* <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>. **Please contact PULP if you have clients who meet that definition of disability but do not receive financial assistance and are denied a supplemental benefit.** Further, DHS has clarified that TANF recipients verified as disabled do meet the second criteria, as they would be eligible for MA due to a disability. *Id.* However, SNAP recipients documented as disabled for the purposes of SNAP would not automatically meet the definition.

¹¹ *Id.* at ix.

A household can only receive one grant per category, and an individual household member can only count for one criterion.¹² Thus, a household will only receive the maximum supplement of \$175 if it has three individual household members, each meeting a different criteria above.

Turn-On Program: Subject to the availability of funds prior to the FY 2018 LIHEAP program year, LIHEAP will operate a Turn-On program to assist households who are without heat or in danger of being without heat.¹³

Treatment of Loans: DHS will exclude all loans income calculation, if those loans can be verified through a statement from the lender or a loan document specifying the repayment plan.¹⁴

Coordination of Cash and Crisis Benefits: A household must use all of its authorized and not yet received LIHEAP Cash benefits to resolve a crisis before receiving a Crisis grant.¹⁵

Automated Eligibility Determination: Households who 1) apply through COMPASS and 2) choose to use income that is verified and known to DHS (because the household receives other benefits such as food stamps, MA, or cash) may get an automated eligibility determination, so long as the household's address and membership has not changed and all other conditions of eligibility are met.¹⁶

Clarifications that Continue to Require Attention

Public utilities that operate Customer Assistance Program (CAPs) are required to apply the LIHEAP cash component benefits only to the customer's monthly 'Asked to Pay' amount. No LIHEAP funds may be applied to a CAP customer's pre-program arrearages or actual usage amounts.¹⁷ DHS makes no distinction between a Percentage of Income Payment Plan (PIP or PIPP) CAP program or a Rate Discount CAP program. The purpose of LIHEAP is to help low income households meet their home heating needs. The LIHEAP Federal statute, regulations and Pennsylvania's approved state plan all require that LIHEAP funds be applied in full to the account of those households determined LIHEAP eligible. A fuller discussion of this issue is found at pages 30 - 31 of this Manual.

DHS is obligated to provide assistance that would resolve a home-heating crisis within 48 hours, but has clarified that a **life-threatening crisis that is a documented medical emergency must**

¹² *Id.* at app. B § 601.41(c).

¹³ LIHEAP STATE PLAN, at xi. As with the previous two years, the Turn-On program will be a closed program, open only to specific households identified by DHS who received grants in the previous LIHEAP season. *Id.*

¹⁴ LIHEAP STATE PLAN, at app. B § 601.84(13). This is a change from the proposed State Plan, which had required loans to be from an established financial institution to be excluded from income. Please advise PULP if you have a client whose loans are being counted as income.

¹⁵ *Id.* at app. B § 601.32(3).

¹⁶ *Id.* at app. B § 601.22.

¹⁷ *Id.* at viii (2016)

be resolved within 18 hours.¹⁸ DHS has not provided guidance as to how or if this documentation requirement will affect Crisis applicants with a life-threatening crisis situation. Please advise PULP if you have a client who has been negatively affected.

Furnace replacement is specifically designated as an appropriate activity within the Crisis Interface Program.¹⁹ However, the Crisis Interface Policy of the State Plan states that **if the furnace has not been operating within past two heating seasons, it may not be eligible for Crisis services**, as a furnace that has not been working for that long of a period of time may not be considered to be a weather-related emergency. The applicant must provide proof of a home heating emergency to be eligible for Crisis Interface.²⁰ The State Plan allows for some consideration on a case by case basis.

Recent Modifications to the LIHEAP Application Form (HSEA 1):

- **Language in the Certification section was added to allow the applicant’s energy suppliers to “seek assistance for which I may be eligible”. The challenge with this question is that it might allow a vendor to seek a crisis grant on behalf of the applicant at a point in which the applicant wants that grant to go to a different funding source. If your client has been affected by this, please let PULP know.**

¹⁸ *See id.* at app. B § 601.4 (2016).

¹⁹ LIHEAP STATE PLAN, at app. C § IV.

²⁰ *Id.* at app. C § II.

LIHEAP: PA ADVOCATES MANUAL 2016-2017 EDITION

Prepared by the Pennsylvania Utility Law Project

Introduction

This 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. It is intended as a general reference guide, and is not intended to be a substitute for direct legal advice in individual cases. The footnotes contain citations for your reference. The Appendices contain additional resources and contact information. Website references can be found throughout. The authors welcome your questions and comments on this manual.

LIHEAP in Brief

The Low-Income Home Energy Assistance Program (LIHEAP) provides low-income households with assistance to help pay the costs of home energy consumption. In Pennsylvania, LIHEAP supplements are intended primarily to assist with paying the cost of heating a residence during the cold weather months.

LIHEAP is funded by the Federal government through a block grant administered by the states. In Pennsylvania, the Department of Human Services (DHS) administers the LIHEAP program through local County Assistance Offices and other agencies.

In 2016-2017 LIHEAP assistance can take three different forms. A particular household may be eligible for more than one of these different forms of assistance, and advocates should consider each LIHEAP component for every household:

- **Cash Component:** a single grant,²¹ to assist a household in meeting heating costs. It is paid directly to either a heating fuel vendor/utility company or paid to an individual. The amount of the LIHEAP Cash grant to the household differs depending on various factors at the time of application including household size and income.²² The set formula for the grant amount is discussed below. This year, a household may apply for the LIHEAP Cash component from November 1, 2016 until March 31, 2017.²³ The grant amount will range from \$200 to a maximum of \$1000.²⁴

²¹ At times, supplemental payments to the Cash grant have been issued by DHS. This usually occurs if additional funding is received after the program has begun or there are funds available at the conclusion of the program. See LIHEAP STATE PLAN, at app. B § 601.41(c).

²² *Id.* at app. B § 601.41.

²³ *Id.* at iv.

²⁴ *Id.*

! NEW ! Supplemental Grant for Vulnerable Households: This year, vulnerable households are also eligible to receive a Supplemental Cash Benefit.²⁵ A household is eligible if, **at the time the application is processed**, one of its members is elderly (sixty or older), disabled, or a young child (five or younger).²⁶ Depending on household composition, a household can receive a Supplemental Cash Grant of up to \$175.

The State Plan requires that an individual with a disability must be "receiving financial assistance for a disability or be eligible for Medical Assistance (MA) through DHS due to a disability" to qualify for a supplemental grant.²⁷ This is in contrast with how DHS defines the term "disabled" in the glossary of its LIHEAP Handbook, which defines disabled as "Describes a person who (a) has a physical or mental impairment that substantially limits one or more life activities (for example, caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, learning, or working); (b) has a record of an impairment (has a history of, or has been misclassified as, having a mental or physical impairment) that substantially limits one or more major life activities; or (c) is regarded as having an impairment."²⁸

This area is ripe for advocacy. If you encounter households who meet the handbook definition of disability, but who are not receiving financial assistance for their disability or do not meet the eligibility requirements for MA, they should apply and be encouraged to appeal a denial of their supplemental benefits.



Advocacy Tip:

Encourage households to apply for LIHEAP when they will qualify as a vulnerable household: before a child turns six, or after an elderly adult turns sixty.

- **Crisis Component:** In 2016-2017, cash grants of up to \$500 will be available to help qualified households resolve a home heating crisis caused by a lack of heating-related utility service, a pending utility termination notice, an actual or imminent (less than 15 days of fuel) lack of a deliverable fuel (such as home heating oil, propane, etc.) or a problem with a heating system (i.e., furnace), or a weather-related event.²⁹ Any household requiring less than \$25 to resolve a home heating emergency will not be eligible to receive a Crisis grant.³⁰
- **Crisis Interface/Weatherization Assistance Component:**³¹ provides for the repair or replacement of the heating system or furnace for households with a heating system

²⁵ *Id.* at app. B § 601.41(c).

²⁶ *Id.*

²⁷ *See Id.* at app. B § 601.41(c).

²⁸ *See* PA. DEP'T OF HUMAN SERVICES, LIHEAP HANDBOOK glossary (Feb. 8, 2013), available at <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

²⁹ LIHEAP STATE PLAN, at app. B § 601.62.

³⁰ *See* LIHEAP STATE PLAN, at vi.

³¹ This component is the only component not administered completely within DHS. DHS makes the Crisis eligibility determination, but the Department of Community and Economic Development (DCED) administers the repair and replacement segment. *See* LIHEAP STATE PLAN, at app. C § I.

breakdown. Traditional weatherization and conservation services may supplement the repairs.³²

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

An individual may be able to designate a different vendor to receive different types of grant payments; for example, a Cash grant may be designated to an oil vendor and a Crisis grant to the electricity provider.

An individual may receive more than one Crisis benefit during the program year, subject to the maximum Crisis grant amount allowed and the amount of available Federal funding.³³ A household is eligible for Crisis benefits in addition to any grants a household receives as a part of the Summer Turn-On program.

LIHEAP is available to both renters and homeowners.³⁴ However, renters who pay for heat for their residence indirectly (rather than directly to a fuel vendor or utility) as a part of rent will receive only 50% of the Cash benefit for which they would otherwise be eligible.³⁵ Eligible households may reapply for and receive Cash and Crisis assistance each program year.

No lien will attach to a home as a result of receiving any LIHEAP assistance.

Resources and Authority

DHS maintains a Heating Assistance/LIHEAP [website](#).³⁶ Every year, DHS must update the LIHEAP State Plan with program guidelines and parameters, such as program opening and closing dates, funding levels, and eligibility criteria. DHS publishes a Proposed State Plan during the summer months which is subject to public comments and public hearings in which anyone may participate. After comments are received and reviewed, DHS publishes a Final State Plan that governs the LIHEAP operation for that program year. The LIHEAP Cash and Crisis rules for the program year are found in Appendix B of the Final State Plan. Information regarding Crisis Interface and the Weatherization Assistance Program may be found in Appendix C of the Final Plan. The current State Plan is found online at this [link](#).³⁷



Advocacy Tip: Advocates should use rules found in Appendix B of the LIHEAP State Plan when making arguments to County Assistance Offices and LIHEAP administrators, as these are the most up to date.

³² See *id.*

³³ LIHEAP STATE PLAN, at app. B § 601.63.

³⁴ See *id.* at app. B § 601.3.

³⁵ *Id.* at app. B § 601.42.

³⁶ The LIHEAP website address is: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm>.

³⁷ The link address is: http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_241596.pdf.

DHS 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. The most recent publicly available Handbook is found online at: <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

The 2016-2017 Cash grant benefit tables, which indicate the amount of the Cash grant to which each household is entitled, may be found online at: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/liheapbenefitamounttable/index.htm>.

A LIHEAP application may be completed online through the COMPASS program at www.compass.state.pa.us, or a paper application may be mailed or hand delivered to the local County Assistance Office.³⁸

Application assistance is available.³⁹ Upon request, LIHEAP staff will mail an application form or take other steps such as referral to other agencies that make home visits to help homebound persons apply for LIHEAP benefits.⁴⁰

Applicants may get an automated eligibility determination if they apply on COMPASS and the applicant chooses to use income already known to DHS because they receive other benefits, such as SNAP (food stamps), medical assistance, or TANF (cash).⁴¹ Even with automated eligibility, applicants may still have to verify their home heating responsibility.⁴²

The English and Spanish versions of the paper application may be downloaded from the DHS website at: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm>. They are also appended to this manual at Appendix B.

The addresses and phone numbers of local County Assistance Offices can be found online at: [local county assistance offices](#). Also, appended to this manual as Appendix D is a list of the LIHEAP Supervisors for each county.

Legal Authority

LIHEAP is a Federal block grant program through the U.S. Department of Health and Human Services.⁴³ It is authorized by the Low-Income Home Energy Assistance Act (Pub. L. 97- 35, 42

³⁸ See *id.* at app. B §§ 601.21, 601.22.

³⁹ See *id.* at app. B § 601.24.

⁴⁰ *Id.*

⁴¹ *Id.* at app. B § 601.22.

⁴² See *id.*

⁴³ The U.S. Department of Health and Human Services website page dedicated to LIHEAP can be found at: <http://www.acf.hhs.gov/programs/ocs/programs/liheap>.

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).⁴⁴

While Federal law forms the legislative basis for the LIHEAP program, the annual State Plan contains the policies governing implementation of the program each year. The State Plan includes Program Updates, DHS/DCED Crisis Interface, Assurances, and three appendices with rules governing the LIHEAP programs.

Advocates should pay special attention to “Appendix B – Determination of Eligibility for LIHEAP Cash and Crisis Benefits.” This section of the Plan provides guidelines for the Cash and Crisis grants, which are the most commonly accessed components of LIHEAP.

“Appendix C - Weatherization Assistance Program” contains information concerning both the Crisis Interface Program as well as the Department of Community and Economic Development (DCED) administered weatherization programs.

Administration

The Department of Human Services (formerly the Department of Public Welfare) administers LIHEAP in Pennsylvania.⁴⁵

Cash Grants: For the most part, DHS uses the County Assistance Office (CAO) as the administering agency for the Cash grant.⁴⁶ In some cases, DHS coordinates the activities of several counties and one CAO processes LIHEAP applications for several counties.

Crisis Grants: DHS uses several different agencies to assist in the delivery of the Crisis program.⁴⁷ These agencies include CAOs, community action agencies, the Department of Community and Economic Development, and other local organizations.

Crisis Interface: DHS and the Department of Community and Economic Development (DCED) jointly administer the Crisis Interface/Weatherization Assistance component.⁴⁸ DHS makes the

⁴⁴ LIHEAP STATE PLAN, at app. B § 601.1.

⁴⁵ See PA. DEP’T OF HUMAN SERVICES, LIHEAP STATE PLAN i (2016).

⁴⁶ See PA. DEP’T OF HUMAN SERVICES, LIHEAP STATE PLAN app. B § 601.5 (2016).

⁴⁷ See *id.*

⁴⁸ See PA. DEP’T OF HUMAN SERVICES, LIHEAP STATE PLAN app. C § I (2016).

Crisis eligibility determination, and DCED administers the heating system repairs, furnace replacements where warranted, and any appropriate weatherization treatments.⁴⁹

County staff members administering LIHEAP may not always be fully aware of the details of the current year’s program. LIHEAP is only one of many programs the CAOs implement; 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 of the CAOs hire temporary energy assistance workers to staff the LIHEAP program, and these workers often become familiar with program guidelines at the same time the first applicants enter the system. Application delays beyond the mandated 30 day determination period are therefore not surprising.



Advocacy Tip: Although DHS has modified its training and monitoring process in order to expedite the processing of applications, advocates should encourage individuals to apply for Cash grants early in order to reduce any negative effect on applicants as a result of processing delays.

In the Plan, DHS anticipates receiving \$202.4 million, based on the previous year’s allocation.⁵⁰ At the time the State Plan was finalized, DHS had received approximately \$185 million.⁵¹ Since it is not unusual for federal LIHEAP funding amounts to change, DHS or the Governor will announce late in the program year that additional staff time is being allocated to processing applications, that program closing dates are extended, or that supplemental grants will be provided.

An appeal process is available for individuals to challenge CAO decisions or failures to act on LIHEAP applications.⁵² A Fair Hearing can be requested through the local LIHEAP office.⁵³ Individuals have 30 days to file an appeal with their local CAO in a process that is further detailed in the “Appeals” section of this manual.⁵⁴

Timetable

LIHEAP generally opens in November and closes toward the end of March or beginning of April. However, since exact opening and closing dates change between program years, it is

⁴⁹ See *id.*

⁵⁰ LIHEAP STATE PLAN, at i.

⁵¹ Administration for Children and Families, U.S. Department of Health and Human Services, LIHEAP Dear Colleague Notice on Release of Approximately \$3.09 Billion of Regular Block Grant Funding FY 2017, *available at* <http://www.acf.hhs.gov/ocs/resource/liheap-dear-colleague-notice-on-release-of-approximately-309-billion-of-regular-block-grant-funding-fy-2017> (last visited Nov. 1, 2016).

⁵² See LIHEAP STATE PLAN at app. B § 601.123.

⁵³ See *id.*

⁵⁴ See 55 PA. CODE § 275.3(b)(1) (1981); PA. DEP’T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Sept. 27, 2012), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

important to check the annual State Plan to know the timetable for that year.⁵⁵ In addition, the length of the program is dependent on the availability of funds as the program year progresses, so DHS may shorten or extend the closing date.⁵⁶ While in previous years, DHS has extended the program closing date several weeks into April, in 2015-2016, this past year LIHEAP closed on April 1, 2016, despite funding remaining available.

In 2016-2017, DHS's opening date for both the Cash and Crisis components is on November 1, 2016 with a closing date estimated to be March 31, 2017.⁵⁷ The Crisis Interface program will also be open from November 1, 2016 until March 31, 2017.⁵⁸

General Eligibility

To qualify for and receive Cash or Crisis benefits, an individual must meet several eligibility requirements: household income, home heating responsibility, Pennsylvania residency, and immigration status.⁵⁹ Crisis eligibility additionally requires that there be an actual or imminent home heating emergency that will be resolved through receipt of those grants.⁶⁰

Household Income

For 2016-2017, Pennsylvania has set the income eligibility level for both Cash and Crisis grants at 150% of the 2016 Federal Poverty Guidelines.⁶¹ The income eligibility level for the Crisis Interface program is 150% of the Federal Poverty Income Guidelines.⁶² However, the income eligibility level for the Weatherization Assistance Program is 200% of the 2016 Federal Poverty Income Guidelines.⁶³ Income eligibility levels for the 2016-2017 LIHEAP program year can be found in Appendix A of this Manual or DHS eligibility charts.⁶⁴

Income Calculation

Gross annual income is used to determine both a household's eligibility and Cash grant amount.⁶⁵

⁵⁵ See LIHEAP STATE PLAN, at app. B § 601.6(a).

⁵⁶ See *id.* at app. B § 601.6(b).

⁵⁷ See *id.* at iv.

⁵⁸ See *id.*

⁵⁹ See *id.* at app. B § 601.31.

⁶⁰ See *id.* at app. B § 601.32 (details regarding the specific eligibility requirements for Crisis grants).

⁶¹ *Id.* at app. B § 601.31(1).

⁶² LIHEAP STATE PLAN, at 2.

⁶³ *Id.*

⁶⁴ PA. DEP'T OF HUMAN SERVICES, LIHEAP ELIGIBILITY INCOME CHART (2016), <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/homeheatingassistanceliheapeligibility/index.htm>.

⁶⁵ See LIHEAP STATE PLAN at app. B § 601.83.

The **applicant** is given the discretion to choose between two time periods to be used in calculating their gross annual income.⁶⁶ **The applicant may choose to:**

- use their income from the previous 12 months or
- use their income from the calendar month immediately prior to the filing of the application, multiplied by 12 (monthly amounts are converted to a yearly figure).⁶⁷



Advocacy Tip: Advocates should help the applicant determine which of the time frames (12 months or past calendar month) 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 help lead to a determination of eligibility and may lead to significantly different benefit amounts.

Income for recipients of SNAP, Cash, or Medical benefits from DHS will be annualized based on the gross income on DHS’s Client Information System.⁶⁸ Applicants in this situation who would have a lower income based on the previous month’s income can appeal if the system automatically calculates a benefit amount and the applicant believes that it should be a higher amount because of lower income based on a different method.⁶⁹

Household Size

For the purposes of LIHEAP, a household is defined as an individual or a group of individuals, including related roomers,⁷⁰ who live together as one economic unit and customarily pay for home heating energy.⁷¹ However, an individual who has previously received a LIHEAP cash benefit as a member of another household during the program year is not included in the household.⁷² Neither are temporary visitors, institutional residents, individuals who do not meet the immigration requirements, or individuals who are currently incarcerated or considered a fleeing felon.⁷³

Whose Income Counts?

Income level for an applicant household includes the gross annual income from **all** of the following people:

- all household members, regardless of relationship,⁷⁴

⁶⁶ See *id.* at app. B § 601.83(a).

⁶⁷ *Id.*

⁶⁸ *Id.* at app. B § 601.83(a).

⁶⁹ See *id.*

⁷⁰ Note that unrelated roomers are treated as a separate household, and may qualify for LIHEAP assistance separately – provided the other eligibility requirements (such as home heating responsibility) are met.

⁷¹ LIHEAP STATE PLAN, at app. B § 601.3.

⁷² *Id.* at app. B § 601.41.

⁷³ See *id.*

⁷⁴ Same gender marriage became legal in the Commonwealth of Pennsylvania on May 20, 2014, when a decision rendered by the United States District Court for the Middle District of Pennsylvania struck down Pennsylvania’s 1996 law banning the recognition of same gender marriage as unconstitutional. According to the Operations

- a roomer related by blood, marriage, or adoption to a household member,⁷⁵ and
- a person living with the applicant who, as a member of another household, has already received a LIHEAP Cash or Crisis grant during the present program year.⁷⁶

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

- employee earnings,
- profit from self-employment,
- income from roomers, boarders or apartment renters, and
- unearned income.⁷⁷

Note: Each of these categories of earnings has multiple subcategories.⁷⁸ For example, DHS has specifically stated that funds withdrawn from Individual Retirement Accounts, Certificates of Deposit and proceeds from the sale of stock certificates are to be counted as unearned income.⁷⁹

Note: This year, DHS has included the following additional types of expenses as not deductible from gross receipts, for the purpose of determining profit from self-employment:

- Work-related expenses such as federal, state and local income taxes, contributions to retirement funds, and transportation to and from work; and
- Deposits into the self-employed person's retirement account and payment for his or her life insurance.⁸⁰

Note: This year, DHS has included the following additional types of income in its non-exhaustive list of the types of incomes that will be considered unearned income:

- Utility Allowances paid directly to the household from the landlord or public housing agency to cover utility bills and
- Income from nonresident rental property managed by a rental agency or another person.⁸¹

Some income sources, such as educational assistance, food stamps, and cash or in-kind heating assistance from public or private agencies, are **excluded** from the calculation of household

Memorandum (#14-10-02) dated on October 9, 2014, LIHEAP policy has not changed regarding mandatory household members. Spouses are mandatory household members and must be included in the same LIHEAP household. Compass has been updated and allows applicants to input same-sex spouses.

⁷⁵ Roomers who are not related to a household member should not be counted in the household, and are eligible on their own for a cash grant if they meet LIHEAP's eligibility requirement. LIHEAP STATE PLAN, at app. B § 601.3.

⁷⁶ *Id.* at app. B § 601.81.

⁷⁷ *Id.* at app. B § 601.82.

⁷⁸ *See id.*

⁷⁹ *Id.* at app. B § 601.82(4)(xi).

⁸⁰ *Id.* at app. B § 601.82(2)(i)(F-G). Other expenses that cannot be deducted from gross receipts include depreciation, personal business and entertainment expenses, personal transportation, and purchase of capital equipment. *Id.* at app. B § 601.82(2)(i) (A) – (G).

⁸¹ *Id.* at app. B § 601.82(4)(xii-xiii).

income for the purposes of establishing eligibility for LIHEAP.⁸² DHS has clarified that *all* students, not just undergraduate students, are able to exclude from household income educational assistance from scholarships, grants and loans.

Note: This year, DHS has included the following additional types of income that will be excluded from gross annual income:

- Money paid by an approved child-placement agency to the client for providing foster care for a child,
- Money received through Article VII of the Public Welfare code, and
- Earned income from temporary census employment.⁸³

Other income exclusions include:⁸⁴

- Earned Income Tax Credits, even when paid throughout the year
- Wage earnings of a dependent child under 18
- Medicare premiums deducted from Social Security benefit payments
- Payments, including stipends, to volunteers for VISTA, Service Learning Programs, and Volunteer Programs under Title I of the Domestic Volunteer Service Act of 1973 (42 U.S.C.A. §§ 4951 – 4994)
- Loans **which can be verified with a statement from the lender or a loan document specifying the repayment plan**
 - *Note:* This year, the exclusion of loans from gross annual income no longer requires that the loans be designated for a specific purpose, **or** be from an established financial institution.⁸⁵

Home Heating Responsibility

Applicants must have a home heating responsibility to receive LIHEAP. The following qualify as having a home heating responsibility:

- Homeowners or renters (including subsidized housing tenants) who pay for home heating fuel or utility service directly to a vendor.⁸⁶
 - *Note:* If someone outside the household pays the bill because the household has zero/minimal income, the household is still considered to have a heating responsibility and is eligible to receive LIHEAP unless the bill is always paid by someone outside the household.⁸⁷

⁸² *Id.* at app. B § 601.84(1)-(25) (2016).

⁸³ *See id.* at app. B § 601.84 (23)-(24).

⁸⁴ *Id.* at app. B § 601.84

⁸⁵ *Id.* at app. B § 601.84(13).

⁸⁶ *Id.* at app. B § 601.31(2)(i)(A).

⁸⁷ *Id.*

- Renters who pay for heat indirectly as a part of their rent.⁸⁸
 - *Note:* if a LIHEAP applicant pays for heat as a designated or undesignated portion of the rent - provided the rent itself is not based on a fixed percentage of their income - they are considered to have a heating responsibility.
- Roomers⁸⁹ who pay for their lodging in either a commercial establishment or in a private home which is their permanent and primary home.⁹⁰

Cash grant: To establish home heating responsibility for a Cash grant, the household must show responsibility for paying for the **main source of heat** either directly to a vendor or to a landlord as a part of rent.⁹¹

Note: Once it shows responsibility for the main source of heat, the household can choose to have the cash grant issued to its main **or** secondary heating source, and in certain circumstances, to a supplemental heating source.⁹²

- A cash grant can only be directed to a supplemental heating source where the main source of heat is inoperable and the supplemental heat source is the source of energy used most by the household.⁹³
- A **secondary** fuel type is the source of energy necessary to operate the main heating source, while a **supplemental** heat source is a source of energy used for heating in addition to the main heating source.⁹⁴

Crisis grant: To establish home heating responsibility for Crisis, the household must show it pays for either its main **or** secondary source of heat either directly to a vendor or indirectly through a third-party as a part of rent.⁹⁵ For an important comparison of main and secondary fuel types, as well as supplemental fuel types, please see the Special Issues section of this manual.

Per DHS policy, the following individuals **do not** have a home heating responsibility and cannot receive LIHEAP:

- Renters are ineligible if their rental charge includes an undesignated amount for heat **AND** their rental charge is based on a fixed percentage of their income or on their source

⁸⁸ *Id.* at app. B § 601.31(2)(i)(B) (2016).

⁸⁹ A roomer is defined as “[a]n individual who has an agreement with an **unrelated** landlord or property owner to rent a room whose payment for lodging 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.” *Id.* at § 601.3 (emphasis added). DHS had proposed requiring roomers to have a written agreement in its proposed State Plan but removed that requirement from the final Plan. However, DHS did state that it could request written verification from the property owner or landlord. *Id.* at vi.

⁹⁰ *Id.* at app. B § 601.31(2)(i)(C).

⁹¹ *Id.* at app. B § 601.31(2).

⁹² *Id.* at app. B § 601.41(4).

⁹³ *Id.*

⁹⁴ *Id.* at app. B § 601.3.

⁹⁵ *Id.* at app. B § 601.31(2).

of income.⁹⁶ This would apply to subsidized-housing tenants whose heat is included in their rent.⁹⁷

- A roomer is ineligible if the charge for room/room & board includes an undesignated amount for the main fuel AND the charge for room and board is based on a fixed percentage of their income or on their source of income.⁹⁸
- A household is ineligible if some other person or agency is always responsible for the heating bill (for example, people in subsidized housing who have the bill paid by the housing agency; students).⁹⁹ However if the bill is paid by someone outside the household because the household has zero/minimal income, the household is still considered to have a heating responsibility and therefore eligible to receive LIHEAP.¹⁰⁰

Residency

Household members must permanently reside in Pennsylvania.¹⁰¹

Temporary Living Arrangements

Individuals in a temporary living arrangement, such as a visit, vacation or education, generally do not qualify for LIHEAP. People living in institutions, dormitories, fraternity or sorority houses, or boarding homes are ineligible.¹⁰² College students can apply for and must not be denied LIHEAP eligibility solely on the basis of the temporary living arrangement section of the LIHEAP State Plan.¹⁰³ College students with year-round leases or for the school year only are considered residents of the county where they go to school and can qualify for LIHEAP. Generally, a temporary living arrangement is intended to last only for a few days or weeks, while a permanent living arrangement may last months or years.¹⁰⁴



Advocacy Tip: 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.¹⁰⁵

Recreational Vehicles

Persons living in recreational vehicles (Campers and RVs) are only eligible for LIHEAP if they provide verification that they reside in a campground or other licensed facility year-round and

⁹⁶ *Id.* at app. B § 601.31(2)(i)(C).

⁹⁷ *Id.*

⁹⁸ *Id.* at § 601.31(2)(i)(C).

⁹⁹ *Id.* at app. B § 601.31(2)(i)(A)..

¹⁰⁰ *Id.*

¹⁰¹ *Id.* at § 601.31(3).

¹⁰² *Id.* at § 601.31(2)(ii).

¹⁰³ See PA. DEP'T OF HUMAN SERVICES, LIHEAP HANDBOOK § 601.41 (Feb. 8, 2013), <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

¹⁰⁴ See *id.* at § 601.42.

¹⁰⁵ See LIHEAP STATE PLAN app. B § 601.105.

are responsible for heating costs.¹⁰⁶ However, in specific situations, DHS has found individuals living in Campers and RVs that are permanently affixed to the property to be eligible, regardless of facility type.

Operators of a Licensed Business

Persons operating a licensed business out of the LIHEAP household's residence are ineligible for LIHEAP if they use the home's utilities as a deduction on their business' tax return **and** a majority (more than 50%) of the home is used for business.¹⁰⁷ DHS will use line 30 of Schedule C of IRS Form 1040 (Profit or Loss From Business) and block 7 of IRS Form 8829 (Expenses for Business Use of Your Home) to determine LIHEAP eligibility for household business owners.¹⁰⁸

Fleeing Felon

Persons who are currently incarcerated or fleeing to avoid prosecution, custody or confinement after a felony conviction (or high misdemeanor in New Jersey) are ineligible for LIHEAP.¹⁰⁹



Advocacy Tip: There is an open question as to whether it is DHS's burden to demonstrate that the person is actually "fleeing." Advocates should carefully scrutinize the facts and, if the situation merits it, file an appeal if the individual has an outstanding warrant for a reason other than fleeing prosecution, custody, or confinement.

Operation of Heating Appliance

A heating appliance must be installed and operating based on the manufacturer's specifications or current code requirements, whichever is more stringent.¹¹⁰ If not, or if the household isn't following all applicable building and fire codes, that household is not eligible for LIHEAP.¹¹¹

Non-Citizen Status

Lawfully admitted non-citizens are eligible to receive LIHEAP regardless of when they arrived in the United States, so long as they meet LIHEAP eligibility requirements.¹¹² Eligible non-citizens include: lawful permanent residents, asylees, refugees, Cuban/Haitian entrants, and non-citizens who have been battered or subjected to extreme cruelty in the United States.¹¹³ Appendix B to the State Plan contains a full list of eligible statuses and acceptable documentation.¹¹⁴

¹⁰⁶ *Id.* at app. B § 601.31(2) (iii).

¹⁰⁷ *Id.* at § 601.31(2)(iv).

¹⁰⁸ PA. DEP'T OF HUMAN SERVICES, POLICY CLARIFICATION OF LIHEAP ELIGIBILITY FOR HOUSEHOLD BUSINESS OWNERS (Nov. 7, 2011), http://services.dpw.state.pa.us/oimpolicymanuals/liheap/PLA15989605_.pdf.

¹⁰⁹ LIHEAP STATE PLAN at app. B § 601.31(2)(v).

¹¹⁰ *Id.* at app. B § 601.31(2)(vi).

¹¹¹ *Id.*

¹¹² *Id.* at app. B § 601.31(4).

¹¹³ *See id.*

¹¹⁴ *Id.* at B-27. The last category (battered or subject to extreme cruelty) can be shown through collateral contacts, affidavits, and eye witness accounts. *Id.*

Social Security Numbers

An applicant **does not** need a Social Security number to be eligible for LIHEAP. However, each household member one year of age or older who does not provide a Social Security number must be listed on the Energy Assistance Affidavit. This Affidavit is in the Certification section of the LIHEAP application.

Note: The Energy Assistance Affidavit has been more prominently highlighted in the Certification section on page 3 of the LIHEAP application, however the instructions are still somewhat confusing.

Applications

An individual must complete and submit an application to receive LIHEAP.¹¹⁵ All households that received a LIHEAP grant in 2015-2016 should have had either an application or a postcard informing them of how to apply on-line mailed to their home in October. Applications are generally available upon request from different sources in the community, such as CAOs, a LIHEAP administering agency, utility companies, or online at DHS's website.¹¹⁶ They are also attached hereto at Appendix B.

An individual also may apply online through the COMPASS website.¹¹⁷ DHS strongly encourages applicants to apply online through COMPASS. Households using COMPASS may receive an automated eligibility determination, if the applicant chooses to use income already known to and verified by DHS because of participation in other programs such as SNAP, MA, or TANF, and the household's address and composition have not changed.¹¹⁸ The household will still have to provide proof of home heating responsibility.¹¹⁹ Please let PULP know if applicants experience any difficulties with the automated eligibility determination.

The same form may be used to apply for each of the LIHEAP components, including the Crisis Interface program.

An individual may need assistance to complete the application. Homebound individuals have the right to request that LIHEAP staff mail an application to them at their home and may also request help in filling out the form.¹²⁰

¹¹⁵ LIHEAP STATE PLAN at app. B § 601.21.

¹¹⁶ See PA. DEP'T OF HUMAN SERVICES, LIHEAP BROCHURE - ENGLISH (2016); See also PA. DEP'T OF HUMAN SERVICES, LIHEAP BROCHURE - SPANISH (2016); PA Dep't of Human Services, *Heating Assistance/LIHEAP*, <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm> (last visited Oct. 18, 2016).

¹¹⁷ See www.compass.state.pa.us.

¹¹⁸ LIHEAP STATE PLAN at app. B § 601.22.

¹¹⁹ *Id.*

¹²⁰ *Id.* at § 601.24.

Note: Because the income eligibility requirements for LIHEAP can differ from year to year and a household may have experienced changes (such as in income level or size), receipt of an application or postcard in the mail does not imply or indicate current eligibility.

Timing of Application

The date of application is the date the County Assistance Office or administering agency receives the application.¹²¹ 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 or administering agency receives the application.¹²²

DHS has indicated that all households submitting a LIHEAP Cash application in 2016-2017 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.

As noted above, households using COMPASS may receive an automated eligibility determination if choosing to use income already known to and verified by DHS because of participation in other programs such as SNAP, MA, or TANF, and the household's address and membership have not changed.¹²³

DHS Response

The CAO must provide the applicant with a written determination within 30 days of receiving a complete application for a Cash grant.¹²⁴ If the Cash grant application is deemed incomplete, the administering agency must send the applicant a notice indicating what information is missing within 10 *work days* of receipt.¹²⁵ The applicant will then have 15 *days* from the date of that notice to return the missing information in order to avoid rejection of the application.¹²⁶



Advocacy Tip: If you have a client who has not applied by or near the end of the LIHEAP season (March 31, 2017) have them apply even if they do not have all of their documentation with them at the time. An incomplete application is not rejected, it is deemed incomplete and the client will then have 15 days from the date of the incomplete notice to submit the documentation. This will allow households nearing the end of the season to have their grant considered. This is even more important now that DHS is using receipt of LIHEAP from November – March to make determinations about eligibility for late-season Turn-On grants issued in August and September. For more about the “Turn-On Program” see the Special Issues section below.

¹²¹ *Id.* at § 601.21(3).

¹²² *Id.*

¹²³ LIHEAP STATE PLAN at app. B § 601.22.

¹²⁴ *Id.*

¹²⁵ *Id.* at app. B § 601.23.

¹²⁶ *Id.*

Although significant Cash grant processing delays have occurred in previous years, DHS' obligation to provide a determination of eligibility within 30 days of receiving a completed application continues to exist.¹²⁷ If county offices are routinely failing to comply with this deadline, please alert PULP so that we can bring it to the attention of DHS.

Documentation vs. Verification

DHS uses two different classifications for information submitted in association with LIHEAP: “verification” and “documentation.”¹²⁸ “Verification” includes “any form of convincing information, including oral statements or documentation.”¹²⁹ “Documentation” meanwhile, is “written or printed evidence, such as fuel bills, rent receipts, or pay stubs, which is needed to determine LIHEAP eligibility and the type and amount of the LIHEAP benefit.”¹³⁰

Documenting Income

Applicants must **document** the amount and source of the income for: 1) all household members and 2) for anyone living in the residence who already received LIHEAP benefits during the program year as a member of another household.¹³¹

If an applicant claims little or no income for the household, the applicant will be required to provide **evidence** explaining how the household is meeting its financial obligations and basic living needs.¹³² While the Plan does not specify the form of this evidence, the 2016-2017 Application for LIHEAP requires applicants with no income in the past month, or with income that is less than the cost of the household’s monthly basic living needs (food, shelter, personal items, etc.), to explain in writing how the household is meeting its basic living needs.¹³³ DHS generally applies a high level of scrutiny to applications of individuals who assert that they have no income.

Documenting Heating Responsibility

Cash grant: applicants must **document** their responsibility for the primary heating source for the household.¹³⁴ A household that pays a vendor directly can satisfy this responsibility by submitting a fuel bill or receipt issued within the two months prior to the date of the LIHEAP application.¹³⁵ Households can also submit receipts from vendors for fuel purchased since January 2016, which will also be acceptable.¹³⁶

¹²⁷ See *id.* at app. B § 601.22.

¹²⁸ See *id.* at app. B § 601.101.

¹²⁹ *Id.* at app. B § 601.101(1) (2016).

¹³⁰ *Id.* at app. B § 601.101(2).

¹³¹ *Id.* at app. B § 601.102(a).

¹³² *Id.* at § 601.103.

¹³³ See PA. DEP’T OF HUMAN SERVICES, LIHEAP APPLICATION (2016).

¹³⁴ LIHEAP STATE PLAN, at app. B § 601.104(a).

¹³⁵ *Id.*

¹³⁶ *Id.*

Note: Many utilities have established on-line portals that allow LIHEAP case workers to verify home heating responsibility directly through the portal. If a client does not have a bill from their primary heating source, they should still apply and this can be verified by the utility through the portal or through a phone call. Of course, for deliverable fuel vendors, the household will have to document their responsibility by providing a receipt by someone for the delivery of home heating fuel. This can be a different vendor than the one that the client is currently electing to designate as the purpose of this documentation is to prove home-heating responsibility.

Households that pay for heat indirectly as an undesignated part of their rent can provide verification or documentation from the landlord or rental agent to show home heating responsibility.¹³⁷ Oral verification by the landlord is sufficient to meet this burden.¹³⁸

Note: 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.¹³⁹

Crisis grant: Applicants for crisis grants must prove payment responsibility for *either* the primary or secondary source of heat.¹⁴⁰ If, as a result of a prior service termination, the applicant does not have a recent bill or receipt, the intended vendor must supply documentation that indicates the vendor will activate service upon a determination of LIHEAP eligibility.¹⁴¹

Note: In certain situations, an applicant for a Cash or Crisis benefit can show proof of home heating responsibility despite the billing payment responsibility being in someone else's name.¹⁴² This includes the death of the bill payer, credit problems of the applicant, and domestic violence safety concerns.¹⁴³ The applicant must then provide written proof that he/she lives at the residence address, and explain why the bill is in another person's name.¹⁴⁴

- 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.¹⁴⁵

¹³⁷ *Id.* at app. B § 601.104(c).

¹³⁸ *Id.*

¹³⁹ *Id.*

¹⁴⁰ *Id.* at app. B § 601.104(b).

¹⁴¹ *Id.*

¹⁴² *See id.* at app. B § 601.104(d).

¹⁴³ *See id.*

¹⁴⁴ *See id.*

¹⁴⁵ *Id.*

Documenting Proof of Residence

Generally, an applicant must live at the residence being heated. However, 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 requiring the household to live elsewhere.¹⁴⁶ The CAO is required, upon request, to assist in providing appropriate documentation for applicants in these situations.¹⁴⁷

Documenting a Crisis

To receive a crisis grant, the applicant must prove that there is a home heating crisis.¹⁴⁸

Acceptable forms of proof include:

- 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 is depleted or will last less than 15 days.¹⁴⁹

Whether a crisis exists is fact specific. For example:

- A termination notice is generally sufficient proof to document a crisis for receipt of a Crisis grant.¹⁵⁰ *However*, because regulated utility companies cannot terminate service to LIHEAP income-eligible households during the Winter Moratorium (December 1 through March 31), a termination notice issued by a regulated utility company during the Winter Moratorium is not, by itself, accepted by DHS as proof of a home heating emergency.¹⁵¹ *However*, in past years, DHS has honored, as proof of a crisis, shut-off notices dated February 1 or later that are issued by regulated utilities.¹⁵²
- Subsidized housing tenants are not eligible for a Crisis grant if their rental charge includes an undesignated amount for heat AND is based on a fixed percentage of their income.¹⁵³ *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.¹⁵⁴

¹⁴⁶ *Id.* at app. B § 601.105 (2016).

¹⁴⁷ *Id.*

¹⁴⁸ *Id.* at app. B § 601.108.

¹⁴⁹ *Id.*

¹⁵⁰ *E.g., Id.* at app. B § 601.62(2)(ii); 66 Pa C.S. § 1406(g).

¹⁵¹ LIHEAP STATE PLAN, at app. B § 601.108.

¹⁵² Shut-off notices are valid for sixty days from the date they are issued. 66 Pa. C.S. § 1406(b)(1)(i). As such, a shut-off notice issued after February 1st could be acted on by the utility in April, after the end of the winter moratorium.

¹⁵³ LIHEAP STATE PLAN, at app. B § 601.31(2)(i)(B).

¹⁵⁴ *Id.*



Advocacy Tips

An advocate may need to address:

- *Social Security Numbers*: A Social Security number is not required for eligibility.¹⁵⁵ Regulated vendors often request social security numbers 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 can complete an Energy Assistance Affidavit.¹⁵⁶ The Energy Assistance Affidavit is printed in the certification section on page three of the LIHEAP application.
- *Immigration Status*: Official documentation from the U.S. Citizenship and Immigration Services is generally sufficient to establish lawfully admitted non-citizen status.¹⁵⁷ A chart of acceptable documents for proving eligible non-citizen status is provided in the State Plan, at the end of appendix B.¹⁵⁸

Cash Grant

The LIHEAP Cash grant is available to all eligible individuals with a home heating responsibility.¹⁵⁹ An individual may be a renter or an owner and may use *any* type of fuel to provide heat to the residence, including but not limited to: gas, oil, electric, wood, propane.¹⁶⁰ The purpose of the Cash grant is to assist low-income households with their financial home heating burden.¹⁶¹ Therefore, to receive a Cash grant an individual:

- Need **not** be threatened with termination of service;
- 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 calculated based upon a number of household characteristics that impact affordability:¹⁶²

- Household size,
- Household income,
- Heating Region, and

¹⁵⁵ See *id.* at app. B § 601.106.

¹⁵⁶ *Id.*

¹⁵⁷ See *id.* at app. B § 601.109.

¹⁵⁸ *Id.* at app. B.

¹⁵⁹ See *id.* at app. B § 601.31.

¹⁶⁰ See *id.*

¹⁶¹ See *id.* at app. B § 601.2.

¹⁶² *Id.* at app. B § 601.41(a)(1-4).

- Primary (or main) Fuel Type.

Based upon these household characteristics, Cash grants for 2016-2017 will range from \$200 to \$1,000 per household.¹⁶³ The LIHEAP Benefit Amount Table shows the size of the Cash grant a household may receive.¹⁶⁴

Note: The Benefit Amount Table only includes income levels up through \$22,999. However, households with incomes above \$22,999 may still be eligible, depending on household size. Refer to Appendix A of this Manual for 2016-2017 PA LIHEAP Income Guidelines.

Generally, each household is eligible for only one Cash grant per program year.¹⁶⁵ However, DHS will be issuing Supplemental Cash grants to vulnerable households – defined as households with a member who is age sixty or over, has a disability, or is age five or under.¹⁶⁶ Supplemental Cash grants will be issued cumulatively, based upon the composition of the household, in the following amounts (up to a maximum supplement of \$175):

- o \$50 if the household contains someone elderly (age sixty or older)
- o \$50 if the household contains an individual with a disability
- o \$75 if the household contains a child age five or under¹⁶⁷

The age of the household members is determined by their age at the time the LIHEAP application is processed.¹⁶⁸ A household can only receive one supplemental grant of each type, up to a maximum of \$175, and individual household members can only be counted for one criterion.

Therefore, to receive the maximum supplemental grant a household would have to have **three household members, each meeting one of the categories.** For example, Jane, age 62, lives with Diane, age 35 and receiving SSI, and Diane’s daughter Eve, age 3. When Jane applies for LIHEAP, her household would be eligible for the maximum supplemental grant of \$175.

Note: DHS has determined that for a household member to meet the category of disabled, the member must be receiving financial assistance for a disability or be eligible for Medical Assistance (MA) through DHS due to a disability.¹⁶⁹ The former should be interpreted broadly to include *any* financial assistance that the household receives because of a disability. In addition, we believe there is argument that DHS should be using the broader definition of disability found

¹⁶³ See LIHEAP STATE PLAN, at iv.

¹⁶⁴ See PA. DEP’T OF HUMAN SERVICES, LIHEAP BENEFIT AMOUNT TABLE (2016), <http://www.dhs.pa.gov/citizens/heatingassistance/liheap/liheapbenefitamounttable/index.htm>.

¹⁶⁵ LIHEAP STATE PLAN, at app. B § 601.43.

¹⁶⁶ See *id.* at app. B § 601.41(c).

¹⁶⁷ *Id.*

¹⁶⁸ *Id.*

¹⁶⁹ *Id.*

in the LIHEAP handbook, which defines disabled as “Describes a person who (a) has a physical or mental impairment that substantially limits one or more life activities (for example, caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, learning, or working); (b) has a record of an impairment (has a history of, or has been misclassified as, having a mental or physical impairment) that substantially limits one or more major life activities; or (c) is regarded as having an impairment.”¹⁷⁰

If you encounter households with an individual who:

- meets the handbook definition of disability, but is not receiving financial assistance for their disability; or
- meets the disability criteria for Medical Assistance but is otherwise ineligible for disability-related MA (for example, because of income or resources); they should apply and appeal a denial of their supplemental benefits.

When funding is available, DHS will sometimes issue additional Cash payments to households without the need for those households to file another application, such as the Turn-On Program described below. Therefore, even households initially eligible only for the minimum Cash grant of \$200 may receive far greater benefits as a result of these supplemental payments.

If the household pays for fuel directly, then DHS will send the Cash grant to the fuel vendor or utility on behalf of the household.¹⁷¹ The applicant receives the grant directly in the following situations: if the household pays for heat as an undesignated part of rent or as a designated amount, the fuel vendor refuses to participate in the program or has been removed from the list of participating vendors, the heating bill is in the name of a non-household member, or the applicant is a roomer.¹⁷²

Landlords, rental agents, housing authorities, or hotel or rooming house managers are not eligible to receive direct vendor payments.¹⁷³ Thus, an unscrupulous landlord is not able to intercept or coerce a LIHEAP grant from a tenant.

With the advent of competition in electric and natural gas utility service, some households may be purchasing their energy generation from an entity other than their local regulated distribution company. LIHEAP grants can only go to the local regulated distribution company. If a supplier bills customers separately for generation service, those customers cannot designate their LIHEAP grant to pay the generation bill.¹⁷⁴ However, in most cases, residential customers who

¹⁷⁰ See PA. DEP’T OF HUMAN SERVICES, LIHEAP HANDBOOK glossary (Feb. 8, 2013), <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

¹⁷¹ LIHEAP STATE PLAN, at app. B § 601.44(a).

¹⁷² *Id.* at app. B § 601.44(b).

¹⁷³ *Id.* at app. B § 601.44(c).

¹⁷⁴ Note, however, that almost all competitive electric suppliers sell their receivables to the utility company and have that utility company bill the customer for the supply charges. In this case, applicants who direct their LIHEAP grant

use a supplier are billed through the distribution company. In that circumstance, LIHEAP can apply to the entire bill.

Crediting a Cash Grant to a CAP Customer's Account

Background

The purpose of LIHEAP is to help low-income households meet their home heating needs. The LIHEAP Federal statute and regulations and Pennsylvania's approved State Plan require that LIHEAP funds be applied in full to the account of LIHEAP eligible households.

Customer Assistance Programs (CAPs)

In addition, each large regulated electric and natural gas distribution company in Pennsylvania must provide a Customer Assistance Program (CAP) for low-income consumers within its service territory.¹⁷⁵ CAPs generally serve payment-troubled households with incomes at or below 150% of the Federal poverty level, similar to the LIHEAP eligibility level. The Pennsylvania Public Utility Commission (PUC) oversees the CAP programs, which are administered by the individual utility companies. CAP programs protect consumers' health and safety by helping low-income customers maintain affordable utility service.¹⁷⁶ In CAP, monthly utility bills are lowered by providing a reduced rate through either a Percentage of Income Payment Program (PIPP or PIP), a rate discount, or some other PUC approved model. Entry into CAP will also generally freeze any collection activity of pre-program arrears and enable their eventual forgiveness.

Companies provide unique names for their CAP program. For example, PPL's CAP is OnTrack, PGW's is Customer Responsibility Program (CRP), and NFG's is Low-Income Rate Assistance (LIRA). Each program operates somewhat differently.

Intersection of LIHEAP and CAP

- CAP participants must apply for and designate one LIHEAP grant to the utility administering the CAP;
- LIHEAP Crisis recipients not already enrolled in CAP must be offered entrance into the CAP of the utility company designated to receive that Crisis grant, or a budget plan, depending on which is the most advantageous.¹⁷⁷

However, PUC policy, which governs utility accounting practices, had permitted utilities not to credit a CAP participant's LIHEAP Cash grant specifically to that individual customer's current bill. Instead, utilities could apply the grant to cover the general costs of the Customer Assistance

to the utility will indirectly pay for the competitive supply. This is because the utility retains the ability to terminate service for nonpayment of the energy costs that it purchases from the competitive supplier. It is only in those cases where a supplier separately bills the customer that the customer cannot direct the LIHEAP grant to the supplier.

¹⁷⁵ 66 Pa. C.S. §§ 2803 (electric), 2203 (gas).

¹⁷⁶ 52 Pa. Code §§ 54.73 (electric), 62.3 (gas).

¹⁷⁷ LIHEAP STATE PLAN at app. B § 601.61.

Program, to frozen pre-program arrears or to the difference between the CAP “Asked to Pay” amount and the amount that the customer actually consumed.

To address this questionable application of the CAP payment by utilities, DHS formulated a policy **requiring utilities to apply the LIHEAP cash grant to the individual CAP customer’s asked-to-pay amount.**¹⁷⁸ The vendor copy of the Vendor Agreement for the 2016-2017 program year also states that utility companies that operate a CAP will apply the LIHEAP cash component benefit to the customer’s account in full to resolve any past due CAP payments, then to the current CAP payment, and finally, if any funds remain, they are to be credited to future CAP payments.



Advocacy Tip: Advocates should remain vigilant and carefully review each customer’s account to be certain that the LIHEAP Cash grant has, in fact, been credited properly to the “Asked to Pay” amount. The review process may be daunting since it is often difficult to trace how utilities are applying LIHEAP payments.

Policy Aftermath:

In reaction to this policy change, many utilities have sought novel means to recover the value of the LIHEAP grants which formerly covered general operating costs of the Customer Assistance Program. One method, called “CAP-Plus,” adds a flat fee to each customer’s account based on the total value of LIHEAP grants obtained in the previous program year. The legality of this process had been challenged; however, the Commonwealth Court of Pennsylvania has affirmed the adoption of the CAP-Plus program.¹⁷⁹ LIHEAP clients participating in CAPs at utilities that have implemented CAP-Plus **are required to pay** this additional charge and advocates should be aware that other companies may also petition the Commission to implement a CAP-Plus payment.

Crisis Grant

The LIHEAP Crisis grant aids households in a home heating related emergency, such as: loss of heat due to a heating system failure; actual or scheduled service shut-off; lack of fuel; or imminent depletion of fuel.¹⁸⁰ Crisis grants may be applied to either the main or secondary heat source, or a supplemental heat source where the main source of heat is inoperable.¹⁸¹

When a crisis arises, an individual may apply for a Crisis grant as well as for a Cash grant. DHS first looks to the Cash grant amount to resolve the crisis; if that amount is not enough, DHS then

¹⁷⁸ *Id.* at app. B § 601.45.

¹⁷⁹ Pa. Communities Org. for Change, Inc. v. Pa. Pub. Util. Comm’n, 89 A.3d 338 (Pa. Commw. Ct. 2014).

¹⁸⁰ See LIHEAP STATE PLAN at app. B § 601.4(2).

¹⁸¹ *Id.* at app. B § 601.61.

approves the Crisis grant only to the extent necessary to resolve the crisis, and only if the Crisis grant will resolve the emergency.¹⁸²

Cash grants and Crisis grants, as well as the Crisis Interface program, can be used individually or jointly to resolve the crisis. Types of assistance can include:

- Pipe thawing,
- Gas/fuel line repair,
- Purchase of a new furnace/heating system,
- Furnace repair,
- Water-heating system repair,
- Broken window repair,¹⁸³ or
- Payment of utility bills or for fuel delivery.¹⁸⁴

The State Plan notes these particular examples, but other heat related emergencies can also be addressed.

Other grants, such as from a regulated utility's Hardship Fund or other public or private sources of funding, can also be used in combination with LIHEAP to resolve a crisis.¹⁸⁵ **By policy or on an advocate's request, a utility may also accept less than the amount due to resolve a crisis.**

Advocates are encouraged to be creative in combining and leveraging these grants – and requesting that utilities reduce up-front payment amounts - for the purpose of resolving a utility crisis.

Expedited Processing

The CAO or other administering agency must expedite processing of Crisis grant applications. Households that qualify for a Crisis grant must receive assistance within **48 hours** of submitting the application.¹⁸⁶ In life-threatening situations, assistance must be provided within **18 hours** of the application.¹⁸⁷

¹⁸² See *id.* at app. B § 601.32(3).

¹⁸³ Broken windows alone do not meet the definition of a home heating emergency unless their repair is necessary to ensure the effectiveness of other repairs or improvements. *Id.* at xi.

¹⁸⁴ LIHEAP STATE PLAN, at app. B § 601.62.

¹⁸⁵ Each regulated electric and gas utility has a hardship fund. See http://www.puc.state.pa.us/consumer_info/electricity/energy_assistance_programs.aspx. Some of those hardship fund programs – such as PPL's Operation HELP – allow utility customers to use those funds for other fuel types. See PPL Electric Utilities Corporation's Universal Service and Energy Conservation Plan for 2014-2016, available at <http://www.puc.state.pa.us/pdocs/1318186.pdf>.

¹⁸⁶ LIHEAP STATE PLAN, at app. B § 601.4(2).

¹⁸⁷ *Id.* at app. B § 601.4(2).



Advocacy Tip: CAOs and administering agencies often fall behind on the processing of applications due to the volume of applications within a limited time period. If an applicant does not get a decision from the CAO within the 48 hour/18 hour Crisis deadlines (as well as the 30 day Cash deadline), the advocate should contact the CAO. Each CAO has a LIHEAP administrator who can troubleshoot missed Crisis deadlines.¹⁸⁸ Have your CAO identify that individual, and contact them immediately when an application is not processed within the 48 hour/18 hour window.

Crisis Grant 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 citizen status.¹⁸⁹
- 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.¹⁹⁰ **DHS 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.**¹⁹¹
- The Crisis benefit must alone, or in conjunction with other resources, resolve the home heating emergency.¹⁹²
- The household must provide proof of the home heating emergency.¹⁹³

Grant Features

The amount of a Crisis grant is the amount needed to resolve the crisis subject to the minimum allowable Crisis grant of \$25 and the maximum allowable Crisis grant of \$500.¹⁹⁴ The amount of the Crisis grant cannot exceed whatever amount is needed to resolve the crisis.¹⁹⁵

Crisis grants are paid directly to the approved LIHEAP vendor or utility.¹⁹⁶ Exceptions in which Crisis grants are paid directly to the applicant are rare, but may arise in master meter situations (one meter which measures overall usage for the entire premises) or when the vendor is not a DHS approved vendor.¹⁹⁷

¹⁸⁸ A list of LIHEAP contacts at each CAO is attached to this manual as Exhibit D.

¹⁸⁹ LIHEAP STATE PLAN, at app. B § 601.32(1).

¹⁹⁰ *Id.* at app. B § 601.32(2).

¹⁹¹ *See id.* at app. B § 601.62(2)(i).

¹⁹² *Id.* at app. B § 601.32(3).

¹⁹³ *Id.* at app. B § 601.32(4).

¹⁹⁴ *Id.* at app. B § 601.61.

¹⁹⁵ *See id.* at app. B § 601.61.

¹⁹⁶ *Id.* at app. B § 601.64.

¹⁹⁷ *See id.* at app. B § 601.4.

Crisis funds can pay reconnection fees, re-start fees, and reasonable delivery charges.¹⁹⁸ **They may not be used to pay security deposits or late fees.**¹⁹⁹ Advocates should note that as of January 2015, regulated utilities can no longer require CAP eligible customers to pay a security deposit and should advise PULP of any utilities that attempt to do so.²⁰⁰ Most CAP programs use the same income guideline as LIHEAP -- 150% of Federal Poverty and below – however, CAP programs may count income and household members that LIHEAP does not, and vice versa.

Heating System Repairs

Weather-related heating emergencies may include heating system repairs or heating system replacements.²⁰¹ A household can use a Crisis grant to pay for the repairs,²⁰² but PULP recommends that clients access the Crisis Interface/Weatherization Assistance Program for assistance in making the necessary repairs or replacing their heating system free of charge, provided the household is income eligible. This program is discussed in greater detail below.

Deliverable Fuels

Special rules apply to the payment of a Crisis grant for a shortage of deliverable fuels (e.g., oil, propane, kerosene, wood). In this situation, an applicant’s statement that their fuel supply will last less than 15 days is acceptable proof of an energy crisis.²⁰³

In the case of deliverable fuels, the LIHEAP crisis grant can include the cost of delivery up to the \$500 maximum payment.²⁰⁴ If the fuel is not delivered by the vendor, the household will receive the amount needed to resolve the crisis or the maximum amount of fuel that can be transported by the household in one trip; again subject to the \$500 maximum Crisis payment.²⁰⁵ A prior statement from the vendor is required to verify the cost of the non-vendor pick-up.²⁰⁶

DHS requires deliverable fuel vendors to charge the lowest price if the vendor has a variable pricing structure (i.e., one price for cash deliveries and one for credit deliveries), and requires that the household be charged the same amount as a non-LIHEAP household for an identical delivery based on quantity. In other words, if there is a minimum delivery fee (or a higher per unit price for a lesser amount of fuel) it must be assessed for LIHEAP and non-LIHEAP households equally.²⁰⁷

¹⁹⁸ *See id.* at app. B § 601.62(2)(i-ii).

¹⁹⁹ *Id.* at app. B § 601.45.

²⁰⁰ 66 Pa. C.S. § 1404(a.1).

²⁰¹ *See id.* at app. B § 601.62.

²⁰² *See id.*

²⁰³ *Id.* at app. B § 601.108.

²⁰⁴ *See id.* at app. B § 601.61.

²⁰⁵ *Id.*

²⁰⁶ *Id.*

²⁰⁷ *See* Vendor Agreement ¶ 5a.

Advocates should continue to watch out for this to ensure that households are paying the lowest possible price for deliverable fuel.

Crisis Resolution

A LIHEAP Crisis grant must resolve the crisis.²⁰⁸ 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.²⁰⁹ Given the fragile economic condition of LIHEAP Crisis applicants and the current cost of energy, a \$500 Crisis grant alone could very likely be insufficient to resolve the crisis.



Advocacy Tip: Applicants will still be eligible for Crisis grants if the grant will resolve the crisis **in combination with other resources**. Advocates should work with applicants, reach out to community organizations, and negotiate with utilities to identify additional resources that will complement the Crisis grant in resolving the home heating crisis. Resources can include, but are not limited to, supplemental funds from community organizations or friends and family, utility hardship funds, and negotiating a lower amount owed with the utility or a payment arrangement or deferral of debt by the utility.

Minimum Grant: If a household requires less than \$25 to resolve a home heating emergency, then it will not be eligible to receive a Crisis grant.

Maintenance of Service: When a regulated electric or natural gas vendor accepts a Crisis payment to prevent termination or reconnect service to the household, then that vendor must maintain ongoing service to that household for at least 30 calendar days following the resolution of the crisis.²¹⁰ When a household receives a Crisis grant approval up to 30 days before the Winter Moratorium or during the Winter Moratorium period, then service may not be terminated until either 30 days after the Crisis is resolved, or May 1st, whichever is later.²¹¹

Enrollment in CAP: If a utility accepts a Crisis grant, then that utility *must offer* that individual the opportunity to enroll in that utility’s Customer Assistance Program (CAP) or into a budget billing plan.²¹²

LIHEAP Crisis Grants and the Winter Moratorium

There are conflicting legal principles at work during the Winter Moratorium. In general, customers of regulated electric and natural gas utilities with a household income at or below 250% of the Federal poverty level are protected from service termination from December 1

²⁰⁸ LIHEAP STATE PLAN, at app. B § 601.61.

²⁰⁹ *Id.*

²¹⁰ *Id.* at app. B § 601.61.

²¹¹ *Id.*

²¹² *Id.*

through March 31 of each year, unless the utility is specifically given permission to terminate by the PUC.²¹³ Customers of PGW have separate guidelines.²¹⁴

On one hand, Chapter 14 (the Pennsylvania statute that governs terminations) 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.²¹⁵ However, since the basis for receiving a Crisis grant rests with the household demonstrating the existence of an *imminent or actual crisis*, DHS does not generally consider a low-income household protected by the Winter Moratorium to be in an imminent crisis and will not authorize a Crisis grant to such a household.

As a result, some confusing scenarios arise:

- **Scenario #1:** A regulated utility issues a termination notice, to take effect during the Winter Moratorium period. Because the Winter Moratorium prevents terminations, before the utility may act on that termination notice, it must petition the PUC for permission to do so.²¹⁶ In the extraordinarily rare case that the PUC grants permission to act on the notice and terminate the household, then a crisis exists and the household will be eligible for a Crisis grant. DHS does not consider the household to be in crisis until the PUC has given permission for the utility to act.²¹⁷

- **Scenario #2:** Same facts as Scenario #1. 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.

DHS treats this situation as a quasi-crisis. In past years, applicants in this situation did not receive an absolute denial, but DHS delayed processing of the grant until a later date, pending funding availability.

Note: The applicant may receive a notice from DHS informing her that she is not presently eligible for a Crisis grant because there is no imminent or immediate crisis, but that she may receive a grant if, towards the end of the program year, she remains in a crisis situation and there is sufficient funding available. This could cause confusion for LIHEAP Crisis applicants.

- **Scenario #3:** A utility issues a termination notice in February to a household protected by the Winter termination moratorium. Because termination notices are effective for sixty days, it will still be in effect after the close of the Winter Moratorium. After April 1, utilities can terminate service without PUC permission.

²¹³ 66 Pa. C.S. § 1406(e)(1).

²¹⁴ 66 Pa. C.S. § 1406(e)(2).

²¹⁵ 66 Pa. C.S. § 1406(g).

²¹⁶ 66 Pa. C.S. § 1406(e)(1).

²¹⁷ LIHEAP STATE PLAN, atapp. B § 601.62(2)(ii)(A).



Advocacy Tip: Whether DHS 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. Because the notice will still be in effect after the moratorium, advocates should argue the Crisis grant will resolve an imminent crisis.

Vendors not regulated by the PUC are not subject to Chapter 14 or to the Winter Moratorium.²¹⁸ Therefore, DHS will examine crisis applications for 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, while others do not.

Crisis Interface/Weatherization Assistance Program Component

The Crisis Interface/Weatherization Assistance Program component of LIHEAP is designed to help low-income households who are in a crisis situation due to break down of a heating source such as a heating system or furnace breakdown. The program provides a household with necessary repairs to a furnace or to replace the furnace outright. The program is open from November 1, 2016 until March 31, 2017.

The measures for which Weatherization Agencies will be responsible under the LIHEAP Crisis program are as follows:²¹⁹

- Repair of heating system
- Loan of auxiliary heater
- Repair of gas or other fuel lines
- Replacement of un-repairable heating systems
- Repair of hot water heating system
- Heating system pipe thawing service
- Repair of broken windows²²⁰
- Provide blankets

Because situations like the loss of a heat source represent crises, as with crisis grants, action must be taken within an appropriate time frame of 48, or 18 hours in the case of life-threatening situation.²²¹ Initially, a non-permanent action, such as the provision of space heaters, may

²¹⁸ See 66 Pa. C.S. § 1406(e)(1).

²¹⁹ PA. DEP'T OF CMTY. & ECON. DEV., WEATHERIZATION ASSISTANCE PROGRAM STATE PLAN, at app. C § IV (2016).

²²⁰ DHS policy states that broken windows alone do not meet the definition of a home-heating emergency, but can be repaired if the heating system is also being repaired or replaced. LIHEAP STATE PLAN, at app. C § IV.

²²¹ PA. DEP'T OF CMTY. & ECON. DEV., WEATHERIZATION ASSISTANCE PROGRAM STATE PLAN, at app. C § IV (2016).

temporarily help to ameliorate the situation.²²² A more permanent solution should follow the temporary measure within a reasonable amount of time.²²³ Unlike the Cash and Crisis components, the Crisis Interface program component provides services rather than grants.²²⁴ It is administered jointly by DHS and the Department of Community and Economic Development (DCED) in the following manner:

- The applicant must be determined eligible for a Crisis Interface referral by the DHS administering agency (such as the CAO);
- The DHS administering agency refers the applicant to the appropriate local weatherization agency;
- The weatherization agency conducts a home visit to assess the heating system, proceeds to take appropriate action to resolve the crisis, and if appropriate, initiate additional weatherization measures.²²⁵

Special eligibility rules apply for renters:

- In all cases, prior written permission must be granted by the landlord in addition to the applicant tenant for the agency to enter the premises to provide Crisis or Weatherization Services; and
- The landlord and tenant must sign an agreement, witnessed by the agency, that the tenant will not be evicted or suffer a rent increase for a reasonable time (not less than 18 months), unless the landlord can show the eviction or increase is not related to the weatherization work performed.²²⁶

Appeals

Individuals can request fair hearings to challenge decisions of the CAO -- such as 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.²²⁷ Individuals can complete and sign the appeal section of any notice, send a written or faxed request to the CAO or tell the CAO they are appealing. In the case of an oral appeal, there must be a written follow-up within 3 days.

Note: LIHEAP is not an entitlement program. Unlike other public benefits programs, an appeal will be ineffective if the individual applied for LIHEAP after the program closed or when there was a lack of funds.²²⁸

²²² *Id.* at § III.

²²³ *Id.* at § IV.

²²⁴ *Id.* at § I.

²²⁵ *Id.*

²²⁶ LIHEAP STATE PLAN, at app. C § VII.

²²⁷ *Id.* at app. B § 601.123(a).

²²⁸ *Id.*

Detailed procedures for the appeal process are found in Chapter 870 of DHS’s Supplemental Handbook, posted online at DHS’s website.²²⁹



Advocacy Tip: There are several key time frames for the advocate to keep in mind:

- An appeal must be taken within 30 days of the date of written notice from the CAO.²³⁰
- An appeal must be taken within 60 days of the CAO’s failure to act on a request or an application.²³¹
- An appeal must be taken within 6 months of the date of the CAO’s failure to send a required written notice or where there is an administrative error.²³²

As long as the program is open, failure to adhere to these time frames, as well as other appealable issues, may be resolved by an individual simply filing a new application. In these situations, an applicant may benefit from direct advocacy to CAO staff to ensure proper processing of the application.

Special Issues to Watch for LIHEAP Advocates

Primary, Secondary and Supplemental Fuel Types

NEW! LIHEAP designates three fuel types/heating sources: main, secondary, and supplementary.²³³ The **main or primary fuel type** is “the source of energy for the central heating system of the residence used by the household or, if the residence is not centrally heated or the central heating system is inoperable, the source of energy used most by the household.”²³⁴

The **secondary** fuel type or heating source is “the source of energy that is necessary to operate the main heating source.”²³⁵

A **supplemental** fuel type or heating source is “[a] source of energy that a household uses to provide heat in addition to the residence’s main fuel type.”²³⁶



²²⁹ See <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²³⁰ *E.g.*, 55 Pa Code § 275.3(b)(1); PA. DEP’T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²³¹ *E.g.*, 55 Pa Code § 275.3(b)(2); PA. DEP’T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²³² *E.g.*, 55 Pa Code § 275.3(b)(3); PA. DEP’T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²³³ PA. DEP’T OF HUMAN SERVICES, LIHEAP STATE PLAN app. B § 601.3 (2016).

²³⁴ *Id.*

²³⁵ *Id.*

²³⁶ *Id.*

Advocacy Tip: These definitions of secondary and supplemental fuel type can be helpful for a household. 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 will result in the shut-down of the furnace, and, therefore, loss of heat. In this instance, a household can apply for a LIHEAP grant citing electric as a “secondary fuel type.” The LIHEAP application specifically asks for information about secondary fuel types used to run main heating sources.²³⁷ A cash grant can be directed to a supplemental fuel type only if the main source of heat is inoperable and the supplemental fuel is the source of energy used most by the household for heating.²³⁸

Note: that DHS has issued an Operations Memorandum indicating that it does not consider water as a secondary heating source.²³⁹ However, advocates have been able to convince DHS in the past to issue grants for water if they are necessary for the operation of the primary heating source. Advocates should contact PULP if they run into this situation.

Turn-On Program

Over the past two years, DHS has used funds available at the conclusion of LIHEAP to operate a Summer Turn-On Program. This program has operated in August and September of each of the last two years (2015 and 2016). Unfortunately, DHS has not allowed anyone to apply for this program directly. Instead, it is a program for individuals who have already received LIHEAP during the season (November – March) and who are facing disconnection from one of the utilities that received a LIHEAP grant on the household’s behalf during the season. If a household designated either a Cash or Crisis grant to their gas vendor and they are now facing termination of their gas service or their gas service is off they are eligible for a second crisis payment of up to \$500 to that gas vendor. If they also sent either their Cash or Crisis grant to their electric company they would be eligible for up-to an additional \$500 if their electricity was off or they had a disconnection notice.

These grants are in addition to any grants that the household received from the 2015-2016 LIHEAP years AND are in addition to any grants that they may be eligible for in the 2016-2017 LIHEAP years. Clients will undoubtedly be confused about this because they may believe that they already received Crisis for the year. Please call PULP staff if you have any questions or concerns about how this program operates. We will continue to work with DHS to clarify the process and make changes to make it more equitable.

DHS has announced that, as it has done the last two years, subject to the availability of funds prior to the FY 2018 LIHEAP program year, DHS will operate a Turn-On program to assist

²³⁷ See PA. DEP’T OF HUMAN SERVICES, LIHEAP APPLICATION § 8 (2016).

²³⁸ LIHEAP STATE PLAN, at app. B § 601.41(a)(4)..

²³⁹ DHS Operations Memorandum 09-10-01, October 7, 2009

households who are without heat or in danger of being without heat entering the LIHEAP season.²⁴⁰

Restrictions on use of LIHEAP funds

LIHEAP benefits may be used to pay reconnection fees, but may **not** be used for security deposits or for late fees.²⁴¹ When attempting to reconnect a household'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. However, as of January 2015, CAP-eligible customers cannot be charged security deposits.²⁴² Most low-income households that are eligible for LIHEAP will also be CAP eligible, subject to variations in household and income definitions between the utilities and DHS. PULP is interested in hearing about cases of LIHEAP recipients are being charged secured deposits for reconnection, whether because of a difference in income calculation or for other reasons.



Advocacy Tip: In situations where the utility claims a LIHEAP recipient is not CAP eligible, it may still be worth advocacy to request that a utility waive security deposits or late fees. Particularly when the utility stands to receive a Crisis or Cash grant in exchange for the waiver, this request may receive a positive response. Additionally, each of the regulated utilities and some other energy vendors have Hardship Funds that assist struggling utility customers with their bills. Contact the household's local vendor to inquire about additional company-sponsored customer assistance mechanisms.

Transfer of Service

For customers whose service has been disconnected at their previous address and who need services to be connected at their new address, a regulated utility may use a LIHEAP Cash Grant to cover 50% of the customer's back balance from the previous address plus a reconnection fee in order to restore service.²⁴³ If a LIHEAP Cash grant is more than this amount, the regulated utility must apply the remainder of the Cash grant to the household's future bills, and not to the remaining back balance.²⁴⁴ Utilities must also agree to keep service on through the moratorium and enroll the client in a CAP or budget program if eligible.²⁴⁵

Earned Income Incentive for Amount of Cash Grant

An individual with earned income is eligible to receive a larger Cash grant than an individual with unearned income. When calculating a household's total income for *eligibility* for a Cash

²⁴⁰ LIHEAP STATE PLAN, at app. B § 601.62(2)(iii).

²⁴¹ *Id.* at app. B § 601.45.

²⁴² 66 Pa C.S. § 1404 (a.1).

²⁴³ LIHEAP STATE PLAN, at app. B § 601.31(2)(vii). See also 66 Pa C.S. § 1407 for general rules related to reconnection of service for regulated utilities.

²⁴⁴ *Id.*

²⁴⁵ *Id.*

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*.²⁴⁶ The effect is to reward those households that have earned income from employment.

Improper Counting of Annual Payments

Sometimes, households receive an annual pension or annuity in one large annual payment, rather than smaller monthly payments. The LIHEAP State Plan clearly gives the applicant the option to choose the most favorable time period to use in calculating income for LIHEAP eligibility – the past calendar month or a 12 month period.²⁴⁷ However, DHS will often count the annual payment as part of the household income, regardless of when that payment is received. As a result, an eligible household will inappropriately be deemed ineligible and denied a LIHEAP grant or, if found eligible, that household will receive a lower Cash grant. Advocates should look out for this income counting practice and prepare 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.²⁴⁸ The two-year period ends no later than June 30th of the year *following* the year in which the grant was awarded.²⁴⁹ For grants awarded in the 2016-2017 program year, the two-year period will end on June 30, 2018.

Any funds not used by the vendor or the grantee in that time period must be sent back to DHS.²⁵⁰ In addition, 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 DHS any unexpended grant amounts.²⁵¹

A grantee can receive a second payment of these refunded amounts within that same two-year period if:

- the grantee's whereabouts are known,
- the grantee continues to reside in the Commonwealth, and
- where the grantee retains heating responsibility²⁵² or where the crisis for which benefits were authorized continues to exist.²⁵³

²⁴⁶ *Id.* at app. B § 601.41(a)(2).

²⁴⁷ *See id.* at app. B § 601.83.

²⁴⁸ *Id.* at app. B § 601.46.

²⁴⁹ *See id.* at app. B § 601.46.

²⁵⁰ *Id.*

²⁵¹ *Id.* at app. B §§ 601.46(1), 601.65(1).

²⁵² *Id.* at app. B § 601.46(2).

²⁵³ *Id.* at app. B § 601.65(2).

A vendor can sometimes receive an overpayment that is not the result of fraud, error, or misrepresentation by the applicant. In those situations, the error is considered an administrative error for which the applicant cannot be held responsible.²⁵⁴

Master Metering

Master metering is when a landlord or mobile home park owner receives utility service in his/her own name for a property in which multiple tenants live. This can present special challenges for tenants and their advocates. The premises may be sub-metered, or the landlord may pass along the utility costs to the tenants through a formula or calculation that assesses an energy use or heating charge to each tenant.

Where the landlord passes along the utility costs through a specific fee or charge, the utility charge is **not** an undesignated portion of the rent. Some CAOs in past years have concluded that these tenants do not have a home heating responsibility as it is defined in the State Plan.²⁵⁵ While it may appear that the tenant is ineligible for LIHEAP that may not be true. DHS has clarified in previous years that “Households that are renting with heat included and have a specific portion of their rent used for their heating costs are considered to have a heating responsibility and are therefore eligible for benefits.”²⁵⁶

Landlords are not approved vendors for the purposes of LIHEAP.²⁵⁷ This means that the tenant here is making a utility payment to a non-vendor, and will qualify for a direct grant.²⁵⁸ The Plan specifically excludes landlords from the definition of vendors and precludes landlords from receiving a vendor payment.²⁵⁹ DHS may also provide Crisis grants directly to tenants or mobile home park residents in master-meter situations based upon a case by case review.²⁶⁰ “If DHS determines that crisis benefits cannot be paid directly to the vendor, DHS pays the crisis benefit to the applicant as reimbursement after verification of the purchase has been provided.”²⁶¹



Advocacy Tip: If tenants or mobile home park residents are denied LIHEAP Cash grants, advocates should demonstrate the applicant does have a home heating responsibility by showing that a failure to make the required payments will leave the tenant without heat.

²⁵⁴ *Id.* at app. B § 601.144(c).

²⁵⁵ *See id.* at app. B § 601.31(2)(i)(B) (2016).

²⁵⁶ *See id.* at app. B § 601.3 (2016) (defining household).

²⁵⁷ *See id.* at app. B § 601.44(c) (2016).

²⁵⁸ *See id.* at app. B § 601.44(b).

²⁵⁹ *Id.* at app. B § 601.44(c)

²⁶⁰ *Id.* at app. B § 601.44(b).

²⁶¹ *Id.* at app. B § 601.64.

Conclusion

LIHEAP provides critical home heating benefits to low income families. We hope that this manual is helpful in providing information and advocacy suggestions in securing those critical dollars for your clients. We welcome your questions and feedback, and if we at the Pennsylvania Utility Law Project can be of any assistance in your work, do not hesitate to contact us.

APPENDICES

Appendix A: 2016 - 2017 Pennsylvania LIHEAP Income Guidelines

Appendix B: Online Resources and Forms

Appendix C: Glossary of Common Terms and Abbreviations

Appendix D: 2016-2017 LIHEAP County Coordinator Telephone Numbers & E-mail Addresses

Appendix A: 2016 - 2017 Pennsylvania LIHEAP Income Guidelines

Household Size	Household Income 150% FPL for Cash & Crisis
1	\$ 17,820
2	\$24,030
3	\$ 30,240
4	\$ 36,450
5	\$ 42,660
6	\$ 48,870
7	\$ 55,095
8	\$ 61,335
9	\$ 67,575
10	\$ 73,815
For each additional person add	\$ 6,240

* Eligibility information from <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm>

Appendix B: Online Resources and Forms

Attached hereto are Application Forms (HSEA-1 and HSEA-1S) and the LIHEAP Vendor Agreement.

Online Resources:

DHS's Heating Assistance Web Page	PA Department of Human Services	http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm
2017 Final State Plan for PA LIHEAP	PA Department of Human Services	http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_241596.pdf
COMPASS	PA Department of Human Services	www.compass.state.pa.us
LIHEAP Cash Benefit Table for PA	PA Department of Human Services	http://www.dhs.pa.gov/citizens/heatingassistanceliheap/liheapbenefitamounttable/index.htm
LIHEAP Clearinghouse	U.S. Dept. of Health & Human Services Admin. For Children & Families	https://liheapch.acf.hhs.gov/
HHS LIHEAP Homepage	U.S. Dept. of Health & Human Services Admin. For Children & Families	http://www.acf.hhs.gov/programs/ocs/programs/liheap
NEADA	National Energy Assistance Directors Association	http://neada.org/
PA PUC Homepage	Pa Public Utility Commission	http://www.puc.state.pa.us/
DHS LIHEAP Handbook	PA Department of Public Welfare	http://services.dpw.state.pa.us/oimpolicymanuals/liheap/LIHEAP_Handbook.htm
PULP	Pennsylvania Utility Law Project	http://www.pautilitylawproject.org/

DHS Online Forms:*

<u>HSEA 1 - LIHEAP Application Form (English)</u>	Application - English
<u>HSEA 1-S - LIHEAP Application Form (Spanish)</u>	Application - Spanish
<u>PWEA 18 – LIHEAP Brochure English</u>	LIHEAP Brochure - English
<u>PWEA 18-S– LIHEAP Brochure Spanish</u>	LIHEAP Brochure- Español
<u>PWEA 4</u>	Energy Assistance Affidavit
<u>PWEA 4-S</u>	Energy Assistance Affidavit (Spanish)
<u>HSEA 6</u>	Zero Income Statement
<u>HSEA 6-S</u>	Zero Income Statement (Spanish)
<u>PWEA 32</u>	Request for Additional Information
<u>PWEA 32-S</u>	Request for Additional Information (Spanish)
<u>PWEA 35</u>	LIHEAP Computation Worksheet
<u>HSEA 36</u>	Landlord Statement

<u>HSEA 36-S</u>	Landlord Statement (Spanish)
<u>HSEA 40</u>	DCED/DHS Crisis Interface Referral Form
<u>PWEA 41</u>	Low-Income Home Energy Assistance Program (LIHEAP) Electronic Funds Transfer Application Form
<u>PWEA 51</u>	Conservation Tips to Reduce Energy Usage
<u>PWEA 51-S</u>	Conservation Tips to Reduce Energy Usage (Spanish)

***These are the forms available and online as of November 1, 2016.**

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 for the head of household.

**Use the codes from page 2 to help provide the details.*

Name (Include Last, First Middle Initial)		Date of Birth	Sex	Social Security Number	
Home Address (Include Street, Apt. Number, City, State & ZIP Code+4)					
Mailing Address if different (Include Street, Apt. Number, City, State & ZIP Code+4)					
County You Live In	Phone Number: () () ()	Citizenship*	Race (Optional)*	Ethnicity (Optional)*	Marital Status*
Are you currently receiving Cash, Medical Assistance, or SNAP Benefits?			If yes, may we use the income you have on file for this application?		
<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No		

DHS USE ONLY

CRISIS CASH

Application Registration Number _____

County _____

District _____

Record Number _____

Worker I.D. _____

Rejected Approved

Date _____

2 Do you read, write and understand English? Yes No If no, what language? _____

3 Are You:

<input type="checkbox"/> Renting with heat included	<input type="checkbox"/> Renting subsidized housing/Section 8 housing with heat included
<input type="checkbox"/> Renting with heat not included	<input type="checkbox"/> Renting subsidized housing/Section 8 housing with heat not included
<input type="checkbox"/> An unrelated roomer	<input type="checkbox"/> An owner or are you buying your home <input type="checkbox"/> Other: _____

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

4 What is your main heating source? Choose the type of energy that heats your home or is being used if your main heating source is not working. Attach a copy of your last bill or a statement from a utility or fuel dealer stating the type of fuel and that you are accepted as a customer.

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

4a Do you need electricity to run your main heating source (secondary heat)? Yes No

5 Check if any of the following apply and provide explanation if needed:

<input type="checkbox"/> Electricity is shut off	<input type="checkbox"/> Have a shut-off notice for electricity	<input type="checkbox"/> Main heating source is not working
<input type="checkbox"/> Gas is shut off	<input type="checkbox"/> Have a shut-off notice for gas	Explain: _____
<input type="checkbox"/> Ran out of fuel	<input type="checkbox"/> Will run out of fuel within 15 days	_____



6 Write the name, address, account number, and name on the account of the utility company or fuel dealer to whom you want payment sent.

Name of Utility Company or Fuel Dealer	Account Number
Address (Include Street, City, State & ZIP Code+4)	Name on Account

7 Please list your electric company if not listed above

Name of Electric Company	Account Number
--------------------------	----------------

8 Do you use any other heating source in your home? Yes No

If **yes**, please explain: _____

9 If you are in subsidized/public housing, do you receive a utility allowance check? Yes No

If **yes**, how much? \$ _____

10 Does anyone in your household receive financial assistance for a disability? Yes No

If **yes**, who? _____

11 List the people who live with you at this address. Include all children and adults. Include related roomers. Include all unrelated roomers who share household expenses. Do not include anyone in jail/prison. Do not include the household member listed in block 1. **See instructions on the last page.**

Use the codes below to help provide the details for each individual in your household.

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, (7) Native Hawaiian or other Pacific Islander. List all groups that apply.

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

MARITAL STATUS*: (1) Single, (2) Married, (3) Common Law Marriage, (4) Separated, (5) Divorced, (6) Widow/Widower

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 1								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 2								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 3								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 4								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

If you have additional people in your house, please provide their information on a separate piece of paper and send it along with this application.

If you answered yes for everyone in question 11, skip to question 13. **If you answered no** for anyone in question 11, complete question 12 for that person.

12

Tell us about income for the people in your household. Please tell us about all income, before taxes and deductions. **Types/sources of income include money from:** Employment, Veteran's Benefits, Unemployment Compensation, Black Lung benefits, Social Security, Support, Workers Compensation, Interest/Dividends, Rental Income.

Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?

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

- **Send proof of income for prior month. (Example: If you are applying in November, send in October. This income will be converted to a yearly figure.)**
- **If you had significant changes in income over the past 12 months (Periods of Unemployment, Changes in Jobs, Seasonal Work, etc.), send proof of your income for the past 12 months.**
- **If you have no income for the past month, or if your income is less than the cost of your monthly basic living needs, you must tell us in writing how you are paying for your basic living needs (Food, Shelter, Personal Items, etc).**
- **Proof of income includes Pay Stubs, Award Letters, Employer Statements, etc.**

13 Are you interested in being referred to a free weatherization service? Weatherization services include home insulation and heating system repair or replacement.

Yes No

14 Are you or anyone in your household fleeing to avoid prosecution or custody for a crime, or an attempt to commit a crime that would be classified as a felony?

Yes No

If **yes**, who? _____

15 Is anyone in the U.S. Military or has anyone been in the U.S. Military?
If **yes**, who? _____

Yes No

Is anyone a widow, spouse or child (under age 18) of anyone in the U.S. Military or anyone who has been in the U.S. Military?

Yes No

If **yes**, who? _____

Certification

- My signature on this application gives my permission to the Department of Human Services 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) share information with my energy supplier and receive information from my energy supplier to allow DHS to obtain a record of my annual energy consumption, cost and billing information for purposes of program evaluation, operation, or reporting; and (c) complete any survey in connection with energy assistance.
- If you fail to provide a Social Security number or fail to complete the Energy Assistance Affidavit below, you are ineligible for benefits.

Energy Assistance Affidavit

I certify that: (check all that apply)

- I provided Social Security numbers for all household members.
- To the best of my knowledge, these household members do not have Social Security numbers:

Print Name

Print Name

Print Name

Print Name

- The following household members are exercising their rights under Section 7 of the Privacy Act of 1974, and refuse to disclose their Social Security Number or may be unable to because they are a victim of domestic violence:

Print Name

Print Name

Print Name

Print Name

- I authorize the release of LIHEAP eligibility information to and from my energy suppliers or weatherization agencies and allow them to seek assistance for which I may be eligible. The assistance may include LIHEAP Cash, Crisis, or Weatherization benefits.
- I understand I have the right to appeal any decision or undue delay in decision which I consider improper regarding this application.
- I affirm that Pennsylvania is my legal residence.
- I understand any Social Security number(s) given will be used in the administration of this program, including cross matches with other programs.
- 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.
- 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.
- I certify that, subject to penalties provided by law, the information I gave is true, correct and complete to the best of my knowledge.
- I know that if I give false information, I can be penalized by fine and/or imprisonment.
- I understand by signing this application, I may not qualify because LIHEAP money has run out.

Please Sign Here - Use Ink

X

Signature

Date

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

Did you remember to...

****Starting November 1, 2016 if you are without heat or in danger of being without heat, contact your CAO.**

- | | |
|---|---|
| <input type="checkbox"/> Fill out all required information clearly and completely. | <input type="checkbox"/> Send proof of all household income. |
| <input type="checkbox"/> Provide Social Security numbers for all household members or complete the Energy Assistance Affidavit in the Certification section on page 3. | Example: If you apply in November 2016 and are sending: |
| <input type="checkbox"/> Send proof of immigration status if you are a non-U.S. citizen. | a) one month of income, send proof for October 2016. |
| <input type="checkbox"/> If you rent with heat included, send a copy of your lease or a signed, written statement from your landlord explaining how you pay for heat and the type of heat used. | b) 12 months of income, send proof for November 2015 through October 2016. |
| <input type="checkbox"/> If you pay for heat, send a bill for your main heating source. Attach copy of your utility bill dated within 2 months of the date you submit your application. For other fuels provide a bill/receipt dated after January 1, 2016. | PROOF INCLUDES PAY STUBS, AWARD LETTERS, EMPLOYER STATEMENTS, ETC. |
| <input type="checkbox"/> If you would like payment sent to your secondary heating provider, enclose a copy of your main AND secondary heating bills. | <input type="checkbox"/> If you told us you have no income or if your income is less than the cost of your monthly basic living needs, send a statement explaining how your household pays for basic living needs (food, rent, etc.). |
| | <input type="checkbox"/> Sign and date your application. |
| | <input type="checkbox"/> Mail your completed application and all documents to your local county assistance office. If you are not sure where that is, call 1-866-857-7095. |

IF YOU DO NOT SEND THE PROOF WE NEED WITH THIS FORM, WE WILL NOT BE ABLE TO PROCESS YOUR APPLICATION.

Voter Registration (Optional)

If you are not registered to vote where you live now, would you like to apply to register to vote here today? Yes No

IF YOU DO NOT CHECK EITHER BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED 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.

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help filling out the voter registration application 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 county assistance office if you would like help. If you believe that someone has interfered with your right to register 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 1-877-VOTESPA.)

COUNTY ASSISTANCE OFFICE STAFF WILL COMPLETE THIS BOX BASED UPON YOUR RESPONSE ABOVE

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

If you have a disability and need this application in large print or another format, please call our **Helpline** at **1-800-692-7462**.
TDD Services are available at **1-800-451-5886**.

SOLICITUD PARA EL PROGRAMA PARA ASISTENCIA DE ENERGÍA PARA HOGARES DE BAJOS INGRESOS (LIHEAP)

Para solicitar el beneficio de asistencia para energía, debe completar todas las preguntas del frente y reverso y firmar donde está la "X" de color rojo. Asegúrese de que su nombre y dirección completos estén escritos correctamente a continuación. En caso de no estar escritos correctamente, tache y ESCRIBALOS correctamente con letra de imprenta en el espacio provisto a continuación. **TAMBIEN PUEDE SOLICITAR EL BENEFICIO EN LINEA EN WWW.COMPASS.STATE.PA.US.**

SU NOMBRE Y DIRECCIÓN

Dirección de su Oficina de Asistencia del Condado

Si no comprende estas instrucciones, comuníquese con la oficina de asistencia del condado de su área.

1 Complete esta sección con los datos del jefe del grupo familiar.

*Use los códigos de la página 2 para ayudar a proporcionar los detalles.

Nombre (incluya apellido, nombre, inicial del segundo nombre)		Fecha de nacimiento	Sexo	Número de Seguro Social	
Dirección particular (incluya calle y número, núm. de apartamento, ciudad, estado y código postal+4)					
Dirección postal, si es diferente (incluya calle, núm. de apartamento, ciudad, estado y código postal+4)					
Condado en el que reside	Número de teléfono: ()	Ciudadanía*	Raza (opcional)*	Grupo étnico (opcional)*	Estado civil*
¿Recibe beneficios del programa SNAP, Asistencia Médica o Asistencia Monetaria en la actualidad?		<input type="checkbox"/> Sí <input type="checkbox"/> No	Si la respuesta es sí, ¿podemos usar los ingresos suyos que constan en nuestros archivos para esta solicitud?		<input type="checkbox"/> Sí <input type="checkbox"/> No

2 ¿Lee, escribe y entiende el idioma inglés? Sí No

Si la respuesta es no, ¿qué idioma lee, escribe y entiende? _____

3 Usted:

<input type="checkbox"/> alquila y los gastos de calefacción están incluidos	<input type="checkbox"/> alquila una vivienda subsidiada/del programa "Section 8" con gastos de calefacción incluidos
<input type="checkbox"/> alquila y los gastos de calefacción no están incluidos	<input type="checkbox"/> alquila una vivienda subsidiada/del programa "Section 8" con gastos de calefacción no incluidos
<input type="checkbox"/> vive con este grupo familiar sin ser pariente	<input type="checkbox"/> es propietario o está comprando su vivienda <input type="checkbox"/> Otros: _____

Si el gasto de calefacción está incluido en su alquiler, adjunte una nota del propietario que le alquila la vivienda en la que declare que el gasto de calefacción está incluido, así como el tipo de combustible utilizado.

4 ¿Cuál es su fuente principal de calefacción? **Escoja el tipo de energía que calienta su casa o que se está usando si su fuente de calor no funciona. Adjunte una copia de su último recibo o una carta de la compañía de luz o combustible que indique el tipo de combustible y que usted ha sido aceptado como cliente.**

Electricidad Gasóleo Carbón Gas natural Querosén Gas propano o envasado Combustibles mixtos Madera/Otros

4a ¿Necesita electricidad para el funcionamiento de su fuente de calor principal (calor secundario)? Sí No

5 Marque si algo de lo siguiente se aplica y explique si es necesario:

<input type="checkbox"/> Servicio de electricidad suspendido	<input type="checkbox"/> Tiene un aviso de suspensión para la electricidad	<input type="checkbox"/> La fuente de calor principal no funciona
<input type="checkbox"/> Servicio de gas suspendido	<input type="checkbox"/> Tiene un aviso de suspensión para el gas	Explique: _____
<input type="checkbox"/> Se acabó el combustible	<input type="checkbox"/> Se acabará el combustible en 15 días	_____

DHS USE ONLY

CRISIS CASH

Application Registration Number _____

County _____

District _____

Record Number _____

Worker I.D. _____

Rejected Approved

Date _____



6

Escribir el nombre, la dirección, el número de cuenta y el nombre de la cuenta de la empresa de servicios públicos o empresa distribuidora de combustible a la que desea enviarle el pago.

Nombre de la empresa proveedora del servicio público o del proveedor de combustible	Número de cuenta
Dirección (incluya calle y número, ciudad, estado y código postal+4)	Nombre en la cuenta

7

Indique el nombre de su compañía de electricidad si no figura abajo.

Nombre de la empresa de electricidad	Número de cuenta
--------------------------------------	------------------

8

¿Usa usted otra fuente de calor en su hogar? Sí No

Si respondió **que sí**, explique: _____

9

Si vive en una vivienda subsidiada/pública, ¿recibe un cheque en concepto de asignación por servicios públicos? Sí No
Si la respuesta **es sí**, ¿cuánto recibe? \$ _____

10

¿Alguien en su grupo familiar recibe asistencia económica por una discapacidad? Sí No

Si la respuesta **es sí**, ¿quién? _____

11

Enumere las personas que viven con usted en esta dirección. Incluya a todos los niños y adultos. Incluya a las personas que son parientes. Incluya a todas las personas que no son parientes, pero que comparten los gastos del grupo familiar. No incluya a ninguna persona que esté en la cárcel/prisión. No incluya al miembro del grupo familiar indicado en el bloque 1. **Lea las instrucciones en la última página.**

Use los códigos a continuación para ayudar a proporcionar los detalles para cada persona en su grupo familiar.

CIUDADANÍA*: (1) Ciudadano de los Estados Unidos, (2) Extranjero residente permanente, (3) Extranjero residente temporal, (4) Refugiado, (5) Otros –no elegibles para recibir beneficios (Quienes no son ciudadanos de los EE.UU. deben proporcionar comprobantes de su estado migratorio.)

RAZA*: (opcional) (1) Negra o afroamericana, (3) Indígena norteamericana o nativa de Alaska, (4) Asiática, (5) Blanca, (7) Nativa de Hawái u otra de las Islas del Pacífico. Liste todos los grupos que correspondan.

GRUPO ÉTNICO*: (opcional) (1) No hispano, (2) Hispano o latino

ESTADO CIVIL*: (1) Soltero/a, (2) Casado/a, (3) Unión de hecho, (4) Separado/a, (5) Divorciado/a, (6) Viudo/a

Nombre y apellido (incluya apellido, nombre, inicial del segundo nombre)	Fecha de nacimiento (MM/DD/AA)	Sexo M/F	Número de Seguro Social	Ciudadanía*	Raza* (opcional)	Grupo étnico* (opcional)	Estado civil *	Relación con usted
Persona 1								
¿Esta persona recibe beneficios en efectivo, de MA o SNAP? <input type="checkbox"/> Sí <input type="checkbox"/> No				Si la respuesta es sí, ¿podemos usar los ingresos suyos que constan en nuestros archivos para esta solicitud? <input type="checkbox"/> Sí <input type="checkbox"/> No				
Persona 2								
¿Esta persona recibe beneficios en efectivo, de MA o SNAP? <input type="checkbox"/> Sí <input type="checkbox"/> No				Si la respuesta es sí, ¿podemos usar los ingresos suyos que constan en nuestros archivos para esta solicitud? <input type="checkbox"/> Sí <input type="checkbox"/> No				
Persona 3								
¿Esta persona recibe beneficios en efectivo, de MA o SNAP? <input type="checkbox"/> Sí <input type="checkbox"/> No				Si la respuesta es sí, ¿podemos usar los ingresos suyos que constan en nuestros archivos para esta solicitud? <input type="checkbox"/> Sí <input type="checkbox"/> No				
Persona 4								
¿Esta persona recibe beneficios en efectivo, de MA o SNAP? <input type="checkbox"/> Sí <input type="checkbox"/> No				Si la respuesta es sí, ¿podemos usar los ingresos suyos que constan en nuestros archivos para esta solicitud? <input type="checkbox"/> Sí <input type="checkbox"/> No				

Si viven otras personas en su hogar, proporcione la información correspondiente de dichas personas en una hoja de papel adicional y envíela junto con esta solicitud.



Si su respuesta fue sí a todo en la pregunta 11, pase a la pregunta 13. Si su respuesta fue no para alguien en la pregunta 11, complete la pregunta 12 para esa persona.

12

Proporcione información sobre los ingresos de las personas de su grupo familiar. Proporcione información sobre todos los ingresos, antes de impuestos y deducciones. **Los tipos/fuentes de ingresos incluyen dinero proveniente de:** empleo, beneficios para veteranos, compensación por desempleo, beneficios por neumociosis o pulmón negro, Seguro Social, sostén económico o manutención, compensación a trabajadores, intereses/dividendos, ingresos de alquileres.

Nombre de la persona con ingresos	Tipo/fuente del ingreso	Fecha de inicio	Fecha del primer cheque de pago	¿Cuánto por mes?
Nombre de la persona con ingresos	Tipo/fuente del ingreso	Fecha de inicio	Fecha del primer cheque de pago	¿Cuánto por mes?
Nombre de la persona con ingresos	Tipo/fuente del ingreso	Fecha de inicio	Fecha del primer cheque de pago	¿Cuánto por mes?
Nombre de la persona con ingresos	Tipo/fuente del ingreso	Fecha de inicio	Fecha del primer cheque de pago	¿Cuánto por mes?

Usaremos la información sobre ingresos que nos proporcione para ver cuánto gana en un año. Envíe uno de los siguientes:

- **Envíe comprobantes de ingresos del mes anterior. (Por ejemplo: si presenta su solicitud en noviembre, envíelos de octubre. Estos ingresos se convertirán a una cifra anual).**
- **Si tuvo cambios importantes en sus ingresos en los últimos 12 meses (períodos de desempleo, cambios de trabajo, trabajo por temporada, etc.), envíe comprobantes de sus ingresos de los últimos 12 meses.**
- **Si no tuvo ningún ingreso el mes pasado, o si su ingreso es menor que el costo de sus necesidades básicas de mantenimiento mensual, debe informarnos por escrito cómo paga sus necesidades básicas de mantenimiento (comida, vivienda, artículos personales, etc.).**
- **Los comprobantes de ingresos incluyen: talones de pago de nómina, cartas de otorgamiento de beneficios, declaraciones de empleadores, etc.**

13

¿Le interesa ser remitido a un servicio de climatización gratuito? Los servicios de climatización incluyen aislamiento térmico de la vivienda y reparación o reposición del sistema de calefacción. Sí No

14

¿Está usted, o alguna persona de su grupo familiar, fugándose para evitar acciones legales o ser detenido por un delito, o por un intento de delito que sería clasificado como un delito grave? Sí No

Si la respuesta **es sí**, ¿quién? _____

15

¿Alguna de las personas está o ha estado en las Fuerzas Armadas de los EE.UU.? Sí No

Si la respuesta **es sí**, ¿quién? _____

¿Alguna de las personas es la viuda, cónyuge o hijo/a (menor de 18 años de edad) de alguien que esté o haya estado en las Fuerzas Armadas de los EE.UU.? Sí No

Si la respuesta **es sí**, ¿quién? _____

Certificación

- Mediante mi firma en esta solicitud le doy mi permiso al Departamento de Servicios Humanos (DHS) o a su agente autorizado para: (a) verificar cualquier información que proporcione relativa a mi residencia, mis empleos, ingresos, recursos, suministro de energía y proveedor de energía; (b) compartir información con mi proveedor de energía y recibir la información de mi proveedor de energía para permitir que el DHS obtenga un registro de mi información anual del consumo de energía, el costo y la facturación a efectos de la evaluación de programas, el funcionamiento o la elaboración de informes; y (c) completar encuestas relacionadas con la asistencia para energía.
- Si no proporciona un número de Seguro Social o no completa el affidavit (o declaración jurada) de asistencia para energía a continuación, usted no es elegible para recibir los beneficios.
Affidavit de asistencia de energía
Certifico que: (marque todas las opciones que correspondan)
 Proporcioné los números de Seguro Social de todos los miembros del grupo familiar.
 A mi leal saber y entender, estos miembros del grupo familiar no tienen números de Seguro Social:

Nombre en letra de imprenta _____ Nombre en letra de imprenta _____
Nombre en letra de imprenta _____ Nombre en letra de imprenta _____

 Los siguientes miembros del grupo familiar, en ejercicio de sus derechos según la Sección 7 de la Ley de Privacidad de 1974, se niegan a divulgar sus números de Seguro Social o no pueden hacerlo por ser víctimas de violencia doméstica:

Nombre en letra de imprenta _____ Nombre en letra de imprenta _____
Nombre en letra de imprenta _____ Nombre en letra de imprenta _____
- Autorizo la divulgación de la Información de elegibilidad de LIHEAP a mis proveedores de energía o agencias de aclimatación o que ellos la divulguen con el fin de puedan solicitar asistencia, para la cual yo pueda ser elegible. La asistencia puede comprender recibir los beneficios de dinero en efectivo, de crisis o de aclimatación de LIHEAP.
- Entiendo que tengo el derecho de apelar cualquier decisión o demora excesiva en la decisión que considere incorrecta con respecto a esta solicitud.
- Declaro que mi residencia legal es en Pennsylvania.
- Entiendo que el/los número(s) de Seguro Social provisto(s) será(n) utilizado(s) en la administración de este programa, incluyendo las referencias cruzadas con otros programas.
- Entiendo que me enviarán una notificación de aprobación o de no denegación y que, si soy aprobado, dicha notificación indicará la cantidad de mi beneficio.
- También entiendo que si mi grupo familiar es aprobado para recibir un beneficio en efectivo del programa LIHEAP, el dinero se enviará directamente a la empresa que me provee los servicios públicos o al proveedor de combustible, a menos que yo sea inquilino/arrendatario y que el gasto de calefacción esté incluido en el alquiler, o que el combustible sea proporcionado por un proveedor que no acepta pago a proveedores.
- Certifico que, sujeto a las penalizaciones previstas por ley, la información que brindé es, a mi leal saber y entender, verdadera, correcta y completa.
- Sé que si proporciono información falsa, puedo ser penado con multa o prisión.
- Entiendo, al firmar esta solicitud, que quizás no sea aprobado debido a que el dinero del programa LIHEAP se haya agotado.

Firme aquí – Use tinta

X

Firma

Fecha

Recordatorio...

****A partir del 1 de noviembre de 2016, si usted está sin calefacción o en peligro de quedarse sin calefacción, comuníquese con la CAO de su área.**

- | | |
|--|---|
| <input type="checkbox"/> Completar toda la información requerida de manera clara y completa. | <input type="checkbox"/> Enviar comprobantes de todos los ingresos del grupo familiar. |
| <input type="checkbox"/> Proporcionar los números de Seguro Social de todos los miembros del grupo familiar o completar el affidavit (o declaración jurada) de asistencia para energía incluida en la sección Certificación en la página 3. | Por ejemplo: si presenta su solicitud en noviembre de 2016 y envía: |
| <input type="checkbox"/> Enviar comprobantes de su situación migratoria si usted no es ciudadano de los EE.UU. | a) un mes de ingresos, envíe el comprobante de octubre de 2016. |
| <input type="checkbox"/> Enviar una copia del contrato de alquiler o una declaración escrita y firmada por su arrendador explicando cómo paga los gastos de calefacción, si usted alquila y los gastos de calefacción están incluidos. | b) 12 meses de ingresos, envíe los comprobantes desde noviembre de 2015 hasta octubre de 2016. |
| <input type="checkbox"/> Enviar una factura de su fuente principal de calefacción, si usted paga los gastos de calefacción. Adjunte una copia de su factura de servicios públicos cuya fecha no supere los 2 meses contados desde la fecha en que presenta su solicitud. Para otros combustibles, proporcione una factura/recibo cuya fecha sea posterior al 1 de enero de 2016. | LOS COMPROBANTES INCLUYEN TALONES DE PAGO DE NÓMINA, CARTAS DE OTORGAMIENTO DE BENEFICIOS, DECLARACIONES DE EMPLEADORES, ETC. |
| <input type="checkbox"/> Si desea que se envíe el pago a su proveedor de calefacción secundaria, adjunte una copia de sus facturas de calefacción principal Y secundaria. | <input type="checkbox"/> Enviar una declaración explicando cómo su grupo familiar paga las necesidades básicas de mantenimiento (comida, alquiler, etc.), en caso de que nos haya informado que no tiene ingresos o que sus ingresos son inferiores al costo de sus necesidades básicas de mantenimiento. |
| | <input type="checkbox"/> Firmar y fechar su solicitud. |
| | <input type="checkbox"/> Enviar por correo su solicitud completa y todos los documentos a la oficina de asistencia del condado de su área. Si no está seguro dónde está esto, llame al 1-866-857-7095. |

SI NO ENVÍA LOS COMPROBANTES QUE NECESITAMOS JUNTO CON ESTE FORMULARIO, NO PODREMOS PROCESAR SU SOLICITUD.

Inscripción de electores (opcional)

Si no está inscrito para votar en el lugar donde vive actualmente, ¿desea presentar una solicitud para inscribirse para votar aquí hoy? Sí No
SI NO MARCA NINGUNA CASILLA, CONSIDERAREMOS QUE DECIDIÓ NO INSCRIBIRSE PARA VOTAR EN ESTE MOMENTO.

Para inscribirse, usted debe: 1) tener por lo menos 18 años de edad el día de la próxima elección; 2) ser ciudadano de los Estados Unidos por un mes como mínimo ANTES DE LA PRÓXIMA ELECCIÓN; 3) residir en Pennsylvania y en el distrito de votación al menos 30 días antes de la próxima elección.

Solicitar la inscripción o negarse a inscribirse para votar no afectará la cantidad de la asistencia que recibirá de parte de esta agencia.

Si desea ayuda para completar el formulario de inscripción para votar, podemos ayudarlo. La decisión de buscar o aceptar ayuda es suya. Puede completar el formulario de solicitud en privado. Comuníquese con la oficina de asistencia del condado si desea ayuda. Si cree que alguna persona ha interferido con su derecho a inscribirse para votar o a rechazar la inscripción para votar, su derecho a la privacidad para decidir si se inscribe o para solicitar la inscripción para votar, o su derecho a elegir su propio partido político u otra preferencia política, usted puede presentar una queja ante la Secretaría de Estado en: Secretary of the Commonwealth, PA Department of State, Harrisburg, PA 17120. (Número de teléfono sin cargo 1-877-VOTESPA)

EL PERSONAL DE LA OFICINA DE ASISTENCIA DEL CONDADO COMPLETARÁ ESTA SECCIÓN SEGÚN LO QUE USTED HAYA RESPONDIDO MÁS ARRIBA

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



COMPASS

HAGA CLIC. SOLICITAR. BENEFICIO.

Si tiene una discapacidad y necesita esta solicitud impresa con letras grandes o en otro formato, llame a nuestra línea de ayuda al número **1-800-692-7462**.
Para servicios de TDD, llame al número **1-800-451-5886**.

Solicite el beneficio en línea en www.compass.state.pa.us

Pennsylvania Department of Human Services
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM
2015 VENDOR AGREEMENT

Vendor Name and Address

Vendor Number

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. By signing this agreement, vendors agree to participate in all programs that distribute LIHEAP funds for which LIHEAP clients may be eligible, and to participate in both the LIHEAP cash and crisis programs.

The business or company written above herein referred to as the "vendor" cannot enter into any subcontracts under this agreement with other subcontractors who are currently suspended or debarred by the commonwealth or federal government. If any vendor enters into any subcontracts under this agreement with any subcontractors 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 and will report any discovery of fraud and address any questions regarding participation in LIHEAP to the LIHEAP Vendor Unit. A copy of the current LIHEAP State Plan can be obtained on the LIHEAP Vendor Website at: <http://www.dhs.state.pa.us/provider/informationforliheapvendors/index.htm>

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

1. To cooperate with the Department of Human Services (DHS) by providing all requested information established in DHS policies and procedures including information on the annual heating usage and cost incurred by LIHEAP households necessary for
 - a) Compliance with federal reporting requirements. Upon request, vendors will provide the total annual cost of a LIHEAP household's energy consumption for the previous season (10/1 – 9/30) if this information is gathered by customer name or account number.
 - b) The submission of Crisis claims. Crisis claims must be processed **within 30 calendar days** of the date a crisis benefit was authorized. Exceptions may be granted for claims entered on or after the 31st day and up to 30 days after the close of the LIHEAP season if funds are available.
 1. Processing claims requires data entry into a web-based program and submission of documentation (proof of delivery, pick up or utility termination notice).
 2. Documentation must be sent to the appropriate agency, as designated by DHS, via mail, fax or electronic upload.
 3. Vendors will not receive payment until data entry and documentation have been received by DHS or its designee.
 - c) Record retention of all documents related to LIHEAP payments and deliveries for 4 years in an orderly and retrievable manner.
 - d) Crisis documentation in the form of a utility termination/restoration notice or a **metered delivery ticket** that includes:
 1. The Vendor's name and address
 2. Date and time of delivery
 3. The purchaser's name and address
 4. Product identification
 5. The driver's signature or employee number
 6. The delivery vehicle's permanently assigned company truck number
 7. The price per gallon, unit, ton, cord, pound, or other
 8. The volume in terms of gallons to the nearest one-tenth of a gallon or list other quantity.
2. To complete and submit information on the Submission Page of this 2015 Vendor Agreement (PWEA 34 - 6/15) designating:
 - a) The company's Federal Employer Identification Number (FEIN) or Social Security Number (SSN). Proof of the company's FEIN or SSN must be submitted to DHS – LIHEAP Vendor Unit to initiate LIHEAP participation and when this information changes. Proof includes any tax document generated by the Federal Internal Revenue Service that shows both the name and SSN or FEIN of the company.
 - b) The types of energy (fuel oil, kerosene, blended fuel (50/50 mix of oil/kerosene), electricity, natural gas, propane, coal, wood (including pellets), etc.) that the company provides
 - c) The counties where services are provided
 - d) Any fees charged based on quantity or expediency
3. To cooperate with DHS or its representative by making every attempt to make a crisis delivery in time to resolve the customer's emergency:
 - Before the customer is without heat, or
 - Within 48 hours if the customer is already without heat.

If the vendor's supply is insufficient or other circumstances prevent the vendor from resolving the heating emergency, the vendor must advise DHS or its representatives immediately to allow DHS to evaluate other ways to remediate the customer's crisis situation. This includes but is not limited to the selection of another vendor to provide a delivery.

4. To apply the full amount of each LIHEAP benefit to the respective account of each LIHEAP recipient whom the vendor serves.
5. To charge a LIHEAP household according to the requirements below:
 - a) Energy products should be charged the **lowest price** if the vendor has a variable pricing structure such as the date payment is received. Lowest price may also be referred to as "same day price/discounted price/cash price/or best price". This condition also requires that deliveries made with LIHEAP funds are charged the same cost as non-LIHEAP households would be billed for an identical delivery, i.e. quantity pricing.
 - b) Public utilities that operate Customer Assistance Programs (CAP) will apply the LIHEAP cash grant to the customer's account in full:
 1. To resolve any past due CAP payments,
 2. To the current CAP payment, and
 3. Any remaining funds will be credited to future CAP payments.

NOTE: CAP payment is defined as the amount the customer is required to pay under the terms of a utility's CAP agreement.

6. Public utilities that operate a CAP will not consider the customer's LIHEAP benefit as an available resource in the computation that determines the amount of the household's monthly CAP payment.
7. To apply all payments paid by DHS (for both Cash Component and Crisis Component benefits) on behalf of the customer against that customer's heating costs, subject to subparagraphs "a" through "f" below, and to not use any such funds for security deposits or late payments or other finance charges.
 - a) Late payment charges must be frozen at the amount they are at the time notification of eligibility for LIHEAP is received by the vendor, and may not be increased for the remainder of the LIHEAP program year; defined as the date that applications for LIHEAP benefits are no longer accepted.
 - b) Cash component payments received on behalf of a LIHEAP customer may be used to cover customer fuel purchases that were made on or after October 1st of the heating season for which they were authorized.
 - c) 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 credit to the customer to meet additional fuel costs, including resolution of a subsequent fuel crisis, until they are exhausted, or until June 30 of the year immediately following the LIHEAP Program year in which benefits were authorized.
 - d) Cash grant funds are to be used for fuel purchases only, and cannot be used for service maintenance contracts or repairs (except as described under "e" and "f" below).
 - e) If a household is authorized for the LIHEAP Cash component before the date of their request for Crisis benefits, any existing credit including the LIHEAP Cash component that has been authorized and not yet received is considered to be available and must be used first for the resolution of the crisis.
 - f) 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., \$100 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, if funding is unavailable through LIHEAP Weatherization.
 1. Additionally, crisis component payment for deliverable fuels may not be used for unpaid balances, maintenance contracts or finance charges. The amount of a crisis benefit authorized by DHS or its representatives is the minimum amount needed to **resolve the crisis**. For deliverable fuels, the amount needed to resolve the crisis is defined as the amount of fuel needed to fill the tank, up to the season's maximum crisis amount.
 - a. If for any reason, the amount of crisis benefits authorized is in excess of the minimum amount needed to resolve the crisis, the vendor must only submit a Crisis claim for **the actual amount** needed to resolve the crisis. The vendor should not bill for the excess and keep it as a credit on the customer's account.
 - b. Vendors can only request payment for the exact dollar amount needed to resolve the crisis, not rounded to the nearest dollar.
 - c. Crisis claims must be submitted with consideration of the season minimum and maximum Crisis amounts, defined by DHS each LIHEAP Season.
 - d. LIHEAP recipients cannot be billed for services or late payment fees as a result of a vendor's failure to comply with billing requirements in this agreement.
 2. 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(2) (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.
8. Payment is only guaranteed for LIHEAP grants approved and authorized by DHS or its representatives.
9. To promptly notify the LIHEAP Vendor Unit whenever discrepancies in approved fuel applications are found (for example, oil being authorized for a residence serviced 100% by coal) or when the vendor is aware of any potentially fraudulent activity.
10. 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.
11. To ensure the retention of LIHEAP customer confidentiality in the use of social media.

12. To return all credited LIHEAP funds to DHS as required, by check, within 48 hours after the basis for return is known. A refund form must accompany payment describing the reason the funds are being returned. A LIHEAP Refund Form (PWEA 37) is located on the LIHEAP Vendor Website: <http://www.dhs.state.pa.us/provider/informationforliheapvendors/index.htm>.

NOTE: LIHEAP funds should never be sent to a customer.

Returned funds should be submitted by check made payable to the COMMONWEALTH OF PENNSYLVANIA and forwarded to:

Department of Human Services,
Bureau of Commonwealth Accounting
Office of the Budget, Comptroller Operations
555 Walnut Street, 9th Floor
Harrisburg, PA 17101

Examples of situations when the vendor should return all credited LIHEAP funds include but are not limited to:

- a) 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, if a security deposit was erroneously paid with LIHEAP funds, or a billing error is detected.
 - b) Upon termination as a participating LIHEAP vendor.
 - c) Overpayments caused by vendor error. In this situation, 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, failure to provide service that the LIHEAP funds were sent for, and/or using a communal account for LIHEAP funds.
 - d) The end of the LIHEAP program year to identify funds that will be returned to DHS. 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 DHS by July 31 of that year. DHS 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 paragraph 9, and subparagraph 7d must be returned within 48 hours of discovery.
13. DHS 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 DHS from the vendor. A record of the balance of funds owed is established by DHS when a vendor error has occurred or a vendor has received a payment on behalf of a client who is no longer a customer of the vendor. The vendor must return these funds to DHS. DHS 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 DHS will be deducted from the vendor's next payment(s) until the funds are repaid. The vendor acknowledges that DHS will reduce vendor payments by the amount of the balance of funds owed to allow for the expeditious collection of these debts.
 14. Vendors are holding, on DHS's behalf, federal money for the benefit of recipient customers. Vendors are prohibited from using LIHEAP funds for purposes other than home heating. This requirement does not supersede the provisions of the Federal Bankruptcy Act, 11 U.S.C., Section 366.
 15. To notify DHS at least 120 days before filing for bankruptcy and return all funds not expended on LIHEAP clients at least 91 days before filing for bankruptcy.
 16. 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 DHS for audit or investigation purposes, as provided in this agreement.
 17. To resolve any crisis payment disputes with DHS's Bureau of Hearings and Appeals, if disputes cannot be resolved informally with DHS staff.
 18. If DHS receives a notice of levy, DHS will turn over rights to property, such as money, credit and deposits in accordance to the notice of levy.
 19. 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. 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.

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 an audit of this agreement will be performed, the vendor will be given advance notice.

This agreement will terminate June 30, 2017, unless superseded by a new agreement, or terminated for convenience upon 30 day written notice by either DHS or by the vendor. Failure to comply with any of these conditions may result in removal from the approved vendor file and suspension of further payments to the vendor for client services.

LIHEAP VENDOR HELPLINE
Toll Free Number 1-877-537-9517
Fax 717-231-5516
Email Address: RA-LIHEAPVendors@pa.gov

LIHEAP VENDOR WEBSITE
<http://www.dhs.state.pa.us/provider/informationforliheapvendors/index.htm>

**Pennsylvania Department of Human Services
 LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM
 2015 VENDOR AGREEMENT - SUBMISSION PAGE**

ADMINISTRATIVE USE ONLY		
<input type="checkbox"/> log	<input type="checkbox"/> eCis	<input type="checkbox"/> PROMISE

Federal I.D. Number	
Telephone Number	Fax Number
E-mail Address (Important for communication during the season)	

Vendors must be accessible and responsive to the LIHEAP Vendor Unit when contacted to provide information. Emails are sent from the Vendor Unit to communicate important information and reminders throughout the season. Please provide the phone number and email address of the person who will be the point of contact for the LIHEAP Vendor Unit. **Sign and return the Submission Page of the 2015 LIHEAP Vendor Agreement (Page 4) within 30 days of the mailing date. If you are currently a LIHEAP vendor, failure to complete and return this agreement within 30 days will terminate your participation as a LIHEAP vendor in Pennsylvania. Submit the Submission Page by one of these methods:**

- Email to RA-LIHEAPVendors@pa.gov,
- Fax to 717-231-5516, or
- US mail to: LIHEAP Vendor Agreement, P.O. Box 2675, Harrisburg, PA 17105 – 2675.

Signature and acknowledgements:

My signature on this document indicates that I have read and understand the conditions listed on pages 1-3 of the 2015 LIHEAP Vendor Agreement. As authorized representative for the vendor (company or business indicated above), I hereby certify that this vendor:

- Is not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, or the federal government.
- Agrees to comply with the conditions set forth on pages 1-3 of the 2015 LIHEAP Vendor Agreement
- Will retain a copy of this signed agreement for reference by staff responsible for handling LIHEAP funds

I also understand that:

- This agreement will terminate on June 30, 2017, unless superseded by a new agreement, or terminated for convenience upon 30 day written notice by either DHS or by the vendor.
- Failure to comply with any of these conditions may result in removal from the approved vendor file and suspension of further payments to the vendor for client services.

_____ (Print Name of Authorized Representative) _____ (Signature of Authorized Representative) _____ (Position) _____ (Date)

_____ (Company Name) _____ (Name of contact person for LIHEAP) _____ (Phone number and email if different from information above)

Do you have a designated website or phone number DHS can use to verify LIHEAP specific information (i.e. heating responsibility)? Yes No

If yes, list: _____

Please check all types of energy your company provides:

- Electric Natural gas Propane or bottled gas Coal Wood/other Fuel oil Kerosene
 Blended fuel (50% oil and 50% kerosene)

Is your company a regulated utility? Yes No

Indicate all of the counties where your company does business, makes deliveries, or provides service: (Please Check)

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

Does your company have off-route or emergency delivery fees? Yes No (Specify amounts below):
 \$ _____ Same Day Fee \$ _____ Weekend Fee \$ _____ Holiday Fee \$ _____ Off-route Fee \$ _____ Furnace Startup Fee

Does your company require a minimum delivery? Yes No
 Minimum delivery: _____ (circle) gallons | units | tons | cords | pounds | other Fee if not met: \$ _____

Appendix C: Glossary of Common Terms and Abbreviations

CAO – County Assistance Office are local offices where Pennsylvanians can access a range of services for themselves and their families from professionally trained staff members. CAOs are often but not always the LIHEAP administering agency.

CAP – Customer Assistance Programs assists eligible utility customers who are having difficulty paying their utility bills through provision of a special rate and the forgiveness of past debts by the utility.

Cash Grant (Component) – A onetime annual grant to assist eligible households with their regular heating costs.

COMPASS - COMPASS is the name of the website where individuals can apply for LIHEAP, the SNAP program, and many other services that may benefit low-income households.

Crisis Grant (Component) – Provides a grant to resolve imminent and current heating-related emergencies, including utility shutoffs, malfunctioning heat sources, depleted fuel, and other concerns.

DCED – Department of Community and Economic Development, which administers the Crisis Interface/Weatherization Assistance Program Component.

DHS – Department of Human Services (formerly the Department of Public Welfare) administers the LIHEAP program and other programs in Pennsylvania that are designed to assist low-income households, including Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF).

FPG (FPL) – Federal Poverty Guidelines (Level) – A representation of the federal poverty measure, based upon household income, issued each year by the U.S. Department of Health and Human Services to assist agencies determine eligibility for certain benefits and programs.

LIHEAP – Federally funded program designed to assist low-income households afford the costs of energy, specifically residential heating, in the cold weather months.

Primary Fuel – The Primary or Main Fuel Type is the source of energy for either a residence’s central heating system or the source of energy most used by the household.

PUC – The Pennsylvania Public Utility Commission provides oversight for a number of programs and policies implemented by utility companies operating within Pennsylvania, including CAP programs, and the approval of service termination.

PULP – The Pennsylvania Utility Law Project provides information, assistance, and advice about residential utility and energy matters affecting low-income consumers.

Secondary Fuel – The source of energy that is necessary to operate the primary or main heating source.

Supplementary Fuel – A source of energy that a household uses to provide heat in addition to the residence’s main fuel type.

SNAP – Supplemental Nutrition Assistance Program, formerly known as “food stamps,” is a program administered by the Department of Human Services, participants of which, if not already approved for LIHEAP, receive a minimal heating assistance benefit to maximize their Standard Utility Allowance for SNAP purposes.

SUA – Standard Utility Allowance refers to the fixed dollar amount for a household’s heating and utility expenses used in the calculation of shelter expenses for SNAP benefits.

Vendor Agreement – The Department of Human Services requires any fuel source vendor that wishes to participate in the LIHEAP program to complete and sign a contract known as a vendor agreement.

Weatherization Assistance Component (Crisis Interface) – This component addresses crises caused by heating source malfunction, breakdown, or failure through repair or replacement.

Winter Moratorium – Period from December 1 through March 31 that prohibits regulated gas and electric utilities from terminating residential service unless granted specific permission by the Public Utility Commission.

Appendix D: County Coordinator Contact Information

LIHEAP Coordinator List 2016 - 2017

10/07/16

County	Cty	D	LIHEAP Coordinator	Telephone Number	Email Address pa.gov	Alternate Coordinator	Telephone Number	Email Address pa.gov
Adams	1		Vicki Miller	717-338-2329	vicmiller@	Ryan Minnich	717-338-2309	ryminnich@
Allegheny	2		Kimberly Shepard	724-339-6817	kshepard@	Dorothy McCarthy	724-337-5618	dormccarth@
						Ronald Wiggins	724-339-6815	rwiggins@
Armstrong	3		Jill Zemba	724-548-0231	izemba@	Kimbel Kovatch	724-548-0238	kkovatch@
Beaver	4		John Garlitz	724-773-7580	igarlitz@	Sherri Graeser-Ray	724-773-7524	sgraeserra@
Bedford	5		Wendy Clevenger	814-624-4023	wclevenger@	Janice Leppert	814-624-4002	jleppert@
Berks	6		Robin Miley Johnson	610-736-4169	rmiley-joh@	Alicia Reid	610-736-4252	alreid@
Blair	7		Robert Lee	814-946-7118	robelee@	Stephen Zupon	814-946-7168	szupon@
Bradford	8		Suzette O'Neil	570-268-1902	soneil@	Dorothy Ayres	570-268-1901	dayres@
Bucks	9		Kevin Spiegler	215-781-3329	kspiegler@	Maureen Hahn	215-781-3388	mhahn@
Butler	10		Snow Shearer	724-284-8842	snshearer@	Shirleyanne Michelotti	724-284-8877	smichelott@
Cambria	11		Rebecca Tinik	814-533-2271	rtinik@	Holly Burkhart	814-533-2341	hburkhart@
						Mike Hauger	814-533-2309	mhauger@
Cameron	12		Andrea Stahl	814-916-4112	anstahl@	Pamela Freeburg	814-776-4340	pfreeburg@
Carbon	13		Kristi Bower	570-271-3601	krbower@	Stacy Netznik	610-577-9040	snetznik@
Centre	14		Jodi Bitner	814-861-1912	jbitner@	Jeffrey Foreman	814-861-1978	jefforeman@
Chester	15		Erica Dixon	610-466-1036	erdixon@	Eileen Haviland	610-466-1022	ehaviland@
Clarion	16		Deb O'Neil	814-226-1791	deoneil@	Amy Ortiz	814-226-1795	aortz@
Clearfield	17		Victoria Phillips	814-205-1101	viphillips@	Cindy Lemmo	814-205-1018	clemmo@
Clinton	18		Tara Hough	570-893-4503	tahough@	Suellen Hans	570-893-4506	suhans@
Columbia	19		Roxanne Yurkiewicz	570-271-3602	ryurkewic@	Wendy Townsend	570-912-1132	wtownsend@
Columbia			Cynthia Howey	570-387-4222	chowey@	Klara Williams	570-387-4221	klwilliams@
Crawford	20		Renee Colinear	814-333-3447	rcolinear@	Terry Stallsmith	814-333-3404	tstallsmit@
Cumberland	21		Kim Showaker	717-240-2772	kshowaker@	Carol Dunkle	717-240-2747	cdunkle@
Dauphin	22		Norma Torres	717-787-1028	ntorres@	Randi Cheek	717-787-4555	rcheek@
Delaware	23	1	Patricia Weldon - Crosby	610-447-5586	paweldon@	Sharon White	610-447-3226	sharwhite@
		2	Patricia Weldon - Darby	610-461-3810	paweldon@	Janet Jones	610-461-3850	janjones@
Elk	24		Pamela Freeburg	814-776-4340	pfreeburg@	Janice Eberly	814-776-4303	jaeberly@
Erie	25		Laurie Kubaney	814-461-2114	lkubaney@	John Byers	814-461-2078	johnbyers@
Fayette	26		Scott Patterson	724-439-7047	scopatters@	Barbara Klotz	724-439-7486	bklotz@

Forest	27	Sandra Zacherl	814-755-2105	szacherl@pa.gov	Lisa McPherson	814-726-8821	lmcperson@
					Jodi Villmer	814-437-4409	jvillmer@
Franklin	28	Tom Walsh	717-262-6570	thowalsh@	Lisa Hunt	717-262-6539	lhunt@
Fulton	29	Danelle Flood	717-325-1212	dflood@	Tom Walsh	717-262-6570	thowalsh@
Greene	30	Mary Yoders	724-627-2808	myoders@	Dean Richmond	724-627-2863	derichmond@
Huntingdon	31	Juanita Randoll	814-641-6450	jrandoll@	Dave Miller	814-641-6447	davidmille@
Indiana	32	Vicki Howells	724-357-2922	vhowells@	Barb Dospoy	724-357-4659	bdospoy@
Jefferson	33	Stacy Volchko	814-938-1341	svolchko@	Rebecca Mitchell	814-938-1302	remitchell@
Juniata	34	Lance Musser	717-320-1074	lmusser@			
Lackawanna	35	Genese Ash	570-963-3321	gash@	Gina Brink	570-963-3246	gibrink@
Lancaster	36	Lindsey Madden	717- 666-0130	limadden@	Shannon Wolpert	717-391-6901	SWOLPERT@
Lawrence	37	Scott Dobson	724-656-3228	sdobson@	Alberta Dean	724-656-3027	adean@
Lebanon	38	Carol Maya	717-270-3672	cmaya@	Mario Lucioti	717-270-3677	mlucioti@
Lehigh	39	Sheila Ruiz	570-271-3650	sruiz@	Peter Romanyshyn	610-821-6580	promanyshy@
					Shannon Eisenhauer	610-821-6510	seisenhaue@
Luzerne	40	Sue Kwiatkowski - Coordinator	570-826-2133	skwiatkows@	Dave Zurek - Alternate	570-301-1155	dzurek@
Luzerne		Ted Christian - Alternate	570-826-2573	tchristian@			
Lycoming	41	Patricia English	570-327-3305	penglish@	Alisia Troxell	570-327-3332	atroxell@
Mckean	42	Susan Martin	814-362-5334	susmartin@	Kimberly Hahn	814-362-5340	kihahn@
Mercer	43	Theresa Dozzi	724-983-5102	tdozzi@	Patrick Degerolamo	724-983-5006	pdegerolam@
Mifflin	44	Susan Klinger	717-242-6075	suklinger@	Holly Ughetto	717-242-6067	hughetto@
Monroe	45	Kristi Bower	570-271-3601	krbower@	Douglas Dunay	570-424-3966	ddunay@
Montgomery	46	Nicole Benson	215-270-3539	nibenson@	Donna McMahon	610-270-3579	domcmahon@
Montour	47	Roxanne Yurkiewicz	570-271-3602	ryurkewic@	Tacy Biggar	570-275-7029	tbiggar@
Northampton	48	Tameka Towns	610-250-1752	ttowns@	Tamara Fernandes	610-250-1772	tfernandes@
Northumberland	49	Roxanne Yurkiewicz	570-271-3602	ryurkewic@	Christine Dunn	570-988-5924	chdunn@
					Heather Kalman	570-988-5950	hkalman@
Perry	50	Jeannette Nitzenberger	717-582-5004	jnitzenber@	Joni Abeling	717-528-5008	jabeling@
Philadelphia	51	Linda Alvarado	215-560-4733	lalvarado@	Melvin Neal	215-560-4713	meneal@
Philadelphia	51	David Keller	215-560-2603	davkeller@	PW, PCAO LIHEAP VM		
Pike	52	Dyan Leslie	570-271-3638	dleslie@	Francis Cafiero	570-409-8361	fcafiero@
					Katie Peselli	570-409-8387	kpeselli@
Potter	53	Michelle Valenti	814-274-4106	mvalenti@	Jim Keltz	814-274-4104	jkeltz@

Schuylkill	54		Christina Bright	570-271-3637	chbright@	Joan Stoudt	570-621-3007	istoudt@
						Kristine Herbst	570-621-3090	kherbst@
Snyder	55		Christine Beaver	570-372-1722	chbeaver@	Julie Eister	570-372-1723	jeister@
Somerset	56		Christina Bieterman	814-445-1152	cbieterman@	Michele Peters	814-445-1114	mipeters@
Sullivan	57		Terrie Baumunk	570-946-8255	tbaumunk@	Suzette O'Neil	570-268-1902	soneil@
Susquehanna	58		Dyan Leslie	570-271-3638	dleslie@	Danielle Shortt	570-278-5612	dshortt@
Tioga	59		Marcy Congdon	570-724-9504	mcongdon@	Brenda Kline	570-724-9502	brkline@
Union	60		Kathy Smith	570-522-5260	kathysmith@	Kelly Ramsey	570-522-5278	kramsev@
Venango	61		Jodi Villmer	814-437-4409	ivillmer@	Kim Irwin	814-437-4360	kiirwin@
Warren	62		Lisa McPherson	814-726-8821	lmcperson@	Meghan Dahl	814-726-8853	mdahl@
Washington	63	1	Andrew Hartt	724-223-4419	ahartt@	Debbie Young	724-223-4343	debyoung@
Washington	63	2	Todd Pilkington	724-379-1512	tpilkingto@	Jennifer Bench	724-379-1511	jbench@
Wayne	64		Dyan Leslie	570-271-3638	dleslie@	Thomas O'Neill	570-253-7123	thoneill@
						Pat Werner	570-253-7120	pwerner@
Westmoreland			Michael Enick	724-832-5238	menick@	Robert Small	724-339-6835	rsmalljr@
Westmoreland			Crisis send to: PW, Westmoreland LIHEAP Crisis			CASH send to: PW, Westmoreland LIHEAP		
Westmoreland						Robert Small	724-261-3557	rsmalljr@
Westmoreland			Michael Enick	724-832-5238	menick@	Corrienne Newcomer	724-379-1568	conewcomer@
Wyoming	66		Dyan Leslie	570-271-3638	dleslie@	Travis Ray	570-996-5402	johnray@
York			Gina Burrows	717-505-4303	gburrows@	Jodi Charleston	717-771-1127	icharlesto@
York			Rachel Hess	717-505-4301	rahess@	Suman Agarwal	717-771-1200	saagarwal@
			PW, LIHEAP York Regional Center					
OIM-PC Director			Mitchell Lengel	717-772-2591	mlengel@			
OIM-PC - Butler			Krystal Rivera	724-234-4014	krivera@	Karen Aloi - OIM PC-Manager Butler	724-234-3318	kaloj@
OIM-PC - Cambria			Rena Gutteridge	814-533-2462	rgutteridg@	Jody Hyjurick - OIM PC-Manager Cambria	814-533-2242	jhyjurick@
OIM-PC- Fayette			Amanda Constable	724-415-3232	amconstabl@	Mike Holp - OIM PC - Manager Fayette	724-415-3233	mholp@
OIM-PC- Somerset			Frank Kolonich	814-289-4904	frkolonich@	Melissa Smith - OIM PC-Manager Somerset	814-289-4096	melissasmi@
OIM-PC Director Philadelphia			Larry Rascoe	267-858-3346	lrascoe@			
OIM-PC- Blair			Lori Morgan	814-201-9940	lmorgan@	Bill Berryman	814-201-9961	wberryman@
OIM-PC - Clearfield			Shelby Bloom	814-205-1141	sbloom@	Bill Berryman	814-205-1038	wberryman@
OIM-PC - Columbia			Megan Conahan	570-387-4220	mconahan@	Alexis Novak	570-317-9350	alenovak@
OIM-PC - Lycoming			Catherine Kreger	570-505-7864	ckreger@	Michelle Reynolds	570-505-7865	mreynolds@
OIM-PC- Philadelphia			Enid Rodriguez	267-858-3429	erodriguez@	Dawn Biggs	267-858-3348	dbiggs@
			Vendor Unit	PW, LIHEAP Vendors				