



# catawba county

## social services

### ENERGY ASSISTANCE PROGRAMS

#### **Low Income Energy Assistance Program (LIEAP)**

The Low Income Energy Assistance Program gives families a one-time vendor payment to help pay their heating bills. LIEAP runs from December thru March each year.

Priority in eligibility is given to disabled persons receiving services through the Division of Aging and Adult Services or households containing a person age 60 and older from December 1<sup>st</sup> through December 31<sup>st</sup> or until funds are exhausted.

Applications for all other households will be taken January 1<sup>st</sup> through March 31<sup>st</sup> or until all funds are exhausted.

#### **Crisis Intervention Program (CIP)**

Households may qualify for CIP assistance if they are behind on payment for their primary heating or cooling source; do not have timely and appropriate assistance available from another source; and do not have the resources to meet the expense. Qualifying guidelines also consider medical risk, age of residents, and certain situations associated with excessively high temperatures in the home.

Benefits for families may vary depending on the amount needed to alleviate the crisis. All payments are made directly to the vendor.

#### **Where to apply?**

You must apply in the county that you reside in.

To apply online: Visit the website **[epass.nc.gov](http://epass.nc.gov)**

To apply with a paper application:

You may print an application from the **[epass.nc.gov](http://epass.nc.gov)** website, or you can contact Catawba Co DSS at (828) 695-5600 or ECCCM at (828) 465-702 to request a paper application be mailed to you.

To apply in person:

ECCCM (Eastern Cooperative Christian Ministries) will be taking applications in person for Catawba County residents, Monday -Thursday from 8am-4pm. ECCCM is located at *245 E N St., Newton NC 28658*. Their agency's website is: [www.ecccm.org](http://www.ecccm.org)

**[catawbacountync.gov](http://catawbacountync.gov)**

3030 11th Avenue Drive SE | Hickory NC 28602 | Ph 828.695.5600

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**MAKING. LIVING. BETTER.**

**Please provide the following information for your application:**

1. Information about your household's income.
2. Name, date of birth, and social security numbers of each household member.
3. Picture ID
4. Copy of your utility bill used for heating your home

## YOUR RIGHTS

Applicants and recipients are protected against discrimination on the grounds of race, color, or national origin by Title VI of the Civil Rights Act of 1964. You may appeal such discrimination.

## FOR MORE INFORMATION

To get more information about the Low Income Energy Assistance Program or the Crisis Intervention Program, contact the county department of social services where you live. For the telephone number of your county department of social services, call the EBT call center; toll free at 1-866-719-0141 or (TTY: 711).

[www.ncdhhs.gov/assistance/low-income-services/low-income-energy-assistance](http://www.ncdhhs.gov/assistance/low-income-services/low-income-energy-assistance)

“The N.C. Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.”

DSS-8117 (Rev 9/19)  
Economic and Family Services



# ENERGY PROGRAMS



NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Division of Social Services

820 S. Boylan Ave., Raleigh, NC 27603



## NORTH CAROLINA'S LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

### WHAT IS IT?

The Low Income Energy Assistance Program gives families a one-time vendor payment to help pay their heating bills.

### WHO MIGHT BE ELIGIBLE?

Families that meet all of the following:

- ✓ Household must meet an income test.
- ✓ Household must be responsible for its heating bills.
- ✓ Household cannot have resources over \$2,250.
- ✓ Household must include a U.S. citizen or an eligible non-citizen.
- ✓ Priority in eligibility is given to disabled persons receiving services through the Division of Aging and Adult Services or households containing a person age 60 and above during the month of December.

### WHERE TO APPLY

Contact your local county department of social services where you live to find out how and where to apply. You do not need anything to apply but may be asked to provide the following information at a later date:

- ✓ Household's income. If anyone works, provide wage stubs for the month prior to the month you apply.
- ✓ Information about your household's savings accounts or checking accounts.
- ✓ Name, date of birth, and social security numbers of each household member.

### WHEN TO APPLY

The application period is the beginning of December through the end of December for households with a person who is disabled and receiving services through the Division of Aging and Adult Services, or households containing a person age 60 or older. All households can apply January through March or until funds are exhausted.



## CRISIS INTERVENTION PROGRAM (CIP)

### WHAT IS IT?

The Crisis Intervention Program provides a vendor payment for households that are in a heating or cooling crisis and experiencing a life threatening or health related emergency. Applications are taken year-round or until funds are exhausted.

### WHO MIGHT BE ELIGIBLE?

- ✓ Household must meet an income test.
- ✓ Households must be in a heating or cooling crisis and experiencing a life threatening or health related emergency.
- ✓ Household must include a U.S. citizen or an eligible non-citizen.

### WHERE TO APPLY

Contact the local county department of social services where you live to find out how to apply.

### HEARINGS

If a household is denied payment, an appeal hearing can be requested. To request a hearing, contact the County Department of Social Services in person, by telephone, or in writing.

### PENALTY FOR PROVIDING FALSE INFORMATION

Individuals who provide false information knowingly and give incorrect or misleading information so the household will be eligible for energy assistance are subject to penalty. The penalty for providing false information is a fine and imprisonment and/or requirement to repay the money.

### UTILITIES COMMISSION MORATORIUM

If a household is served by a regulated electric or natural gas company, service cannot be discontinued until the customer receives a written notice. In addition, service cannot be stopped from November through March for a household who:

- ✓ Cannot pay its utility bill; and
- ✓ Has a member who is elderly (65 years of age or older) or disabled; and
- ✓ Has been certified as eligible for the Low Income Energy Assistance Program.

*(Proper forms must be completed and submitted to the Energy Vendor and payment will be made directly to that vendor.)*

## PROGRAMA DE ASISTENCIA DE ENERGIA PARA PERSONAS DE BAJOS INGRESOS (LIEAP)

**¿Qué es?** Este programa paga una vez a su proveedor de servicio de energía, para ayudarle con sus gastos de calefacción.

**¿Quién es elegible?**

Las familias deben de reunir los siguientes requisitos:

1. El hogar debe tener bajos ingresos.
2. El hogar debe ser responsable de su cuenta de calefacción.
3. El hogar no debe de tener más de \$2,200 en recursos
4. El hogar debe de incluir al menos un ciudadano Americano, o un inmigrante elegible.
5. Se da prioridad en la elegibilidad a personas deshabilitadas que reciben servicios a través de la División de Personas Ancianas y Servicios para Adultos; u hogares con adultos de 60 años o mayores en el periodo de Diciembre 1 a Enero 31.

**¿Dónde hago mi solicitud?**

*EECA*

En su Departamento de Servicios Sociales local. Las personas ancianas o deshabilitadas que deseen solicitar. Pueden llamar a su Departamento de Servicios Sociales local para recibir ayuda, o enviar un representante a la oficina local para que haga su solicitud. Necesitara la siguiente información:

1. Información del ingreso de su hogar. Si hay alguna persona en su hogar que trabaje debe de traer los talones de cheque correspondientes al mes anterior de la solicitud.
2. Información de cuentas de cheques o ahorros en su hogar.
3. Información de sus propiedades, acciones, fondos de deposito, etc.
4. Nombres, fechas de nacimiento, Números de Seguro Social de cada miembro del hogar.

**¿Cuándo solicitar?**

Se reciben solicitudes de personas deshabilitadas o de familias que tengan adultos de 60 años o mayores a través de la División para Ancianos y Servicios para Adultos, entre Diciembre 1 y Enero 31 de cada año o hasta que los fondos se agoten. Las solicitudes para otros hogares se tomarán entre Febrero 1 y Marzo 31, o hasta que los fondos se agoten.

## PROGRAMA DE INTERVENCIÓN EN CRISIS (CIP)

**¿Qué es?**

El Programa de Intervención en Crisis, ayudan financieramente a hogares que tienen una emergencia de calefacción o refrigeración.

**¿Quién es elegible?**

1. El hogar debe tener bajos ingresos.
2. El hogar debe de tener un emergencia de de calefacción o refrigeración.
3. El hogar debe de incluir al menos un ciudadano Americano o un inmigrante elegible.

**¿Dónde hago mi solicitud?**

Contacte su Departamento de Servicios Sociales local para saber donde hacer su solicitud.

**Audiencias**

Si se niega el hacerse al pago a su familia, puede pedir una audiencia. Pida la audiencia en el Departamento de Servicios Sociales local, ya sea en persona, por escrito o por teléfono.

**Penalidad por Fraude**

Un hogar puede cometer fraude cuando da información incorrecta o incompleta para que su hogar sea elegible para asistencia de energía. La penalidad puede ser multa, prisión y que reembolse la cantidad recibida.

**Moratorio de la Comisión de Servicios Públicos**

Si su hogar recibe servicios de parte de una compañía de gas natural o eléctrica regulada, su servicio no puede ser discontinuado hasta que el cliente reciba un aviso por escrito. Se debe permitir al hogar hacer pagos por hasta 6 meses, por cuentas pendientes; además, el servicio no puede ser desconectado de Noviembre a Marzo, para hogares que:

1. No pueden pagar sus cuentas de Servicios Públicos. y
2. Hay un miembro del hogar que es anciano (mayor de 65 años) o una persona deshabilitada. y
3. Han sido elegibles para el Programa de Asistencia de Energía para Personas de Bajos Ingresos.

## SUS DERECHOS

Solicitantes y personas que reciben beneficios están protegidos en contra de discriminación sobre las bases de raza, color, nación de origen, de acuerdo al Título VI del Acta Derechos Civiles de 1964. Usted puede apelar este tipo de discriminación.

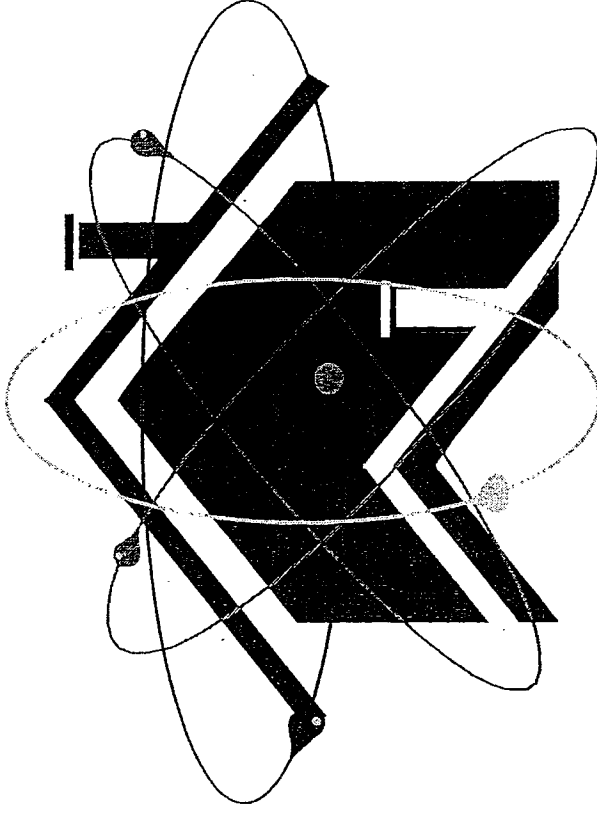
## PARA MAS INFORMACION

Para obtener más información acerca del Programa de Asistencia de Energía para Personas de Bajos Ingresos, o para el Programa de Intervención en Crisis, contacte su Departamento de Servicios Sociales Local. Para obtener en teléfono del Departamento de Servicios Sociales, llame a la Línea de Ayuda al Cliente del DHHS al 1-800-662-7030 (TDD/Voz), De Lunes a Viernes de 8:00 am. - 5:00 pm.

"El Departamento de Salud y Servicios Humanos de Carolina del Norte no discrimina en base de raza, color, nación de origen, sexo, religión, edad, o discapacidad en empleo o provisión de servicios".

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Servicios Familiares y Económicos

## PROGRAMAS DE ASISTENCIA DE ENERGIA DE CAROLINA DEL NORTE



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DIVISION DE SERVICIOS SOCIALES  
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