



## ENERGY ASSISTANCE PROGRAM (EAP)

### Things for YOU to Remember!

- ◆ EAP benefits are paid directly to the utility vendor. Checks are not provided directly to you.
- ◆ Your utility vendor will be asked to provide us information regarding your account status and your energy cost and consumption data; if your bill is in another person's name you will need to make sure that the other person is aware that this information will be shared for the purposes stated above.
- ◆ Your award letter will explain the amount of EAP benefits that you are eligible to receive. Benefit amounts are subject to change pending review by the local service provider.
- ◆ If you receive an award letter the EAP benefit will be applied to your utility account. The actual payment may not be applied to your account until up to 120 days after the date your application was submitted. Please do not call the service provider or IHCDCA regarding the status of your application.
- ◆ Even though you are receiving assistance from EAP to pay utility costs, this assistance will not likely cover the entire amount owed to your utility provider. Therefore, **YOU** must keep paying on your bills throughout the year.
- ◆ Once you are approved to receive EAP assistance there is an Indiana law that states you can't be disconnected from residential electric or gas services between December 1<sup>st</sup> through March 15<sup>th</sup>. However, you **may** be disconnected before December 1<sup>st</sup> or after March 15<sup>th</sup> if your financial obligation with utility vendor exceeds the amount of your EAP benefit. This law applies to utility companies that are considered "regulated utilities".
- ◆ Remember that EAP is only helping you with your heating or cooling bills. **YOU** still need to keep your water, sewage, rent, and phone and other accounts current. If you are having trouble keeping your bills current, **talk to a case manager** at the local service provider and ask about other community resources that may assist you.
- ◆ If your utilities are currently past due, **talk with your utility company** to see if you qualify for a payment plan that will bring the bill current over time.
- ◆ Ask what you can do to conserve energy. If you are a homeowner ask how the Weatherization Program might help you reduce your energy consumption.
- ◆ You have the right to appeal the EAP process or the decision made regarding the amount of EAP Benefit that you are found eligible to receive.
- ◆ If you receive a disconnect notice after you submit an application but before you are awarded EAP benefits, contact the local service provider immediately.