

## 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)

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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.)*