



LIHEAP AND LIHEAP CARES FAQs

What is LIHEAP and how can LIHEAP help me?

LIHEAP, which stands for Low Income Home Energy Assistance Program, is a federal program that helps low income households pay for heating or cooling their homes. This program will help you pay your energy bill for heating or cooling your home.

What is LIHEAP CARES and how is it different from regular LIHEAP?

Under the Coronavirus Aid, Relief, and Economic Security (CARES) Act signed into law on March 27, 2020, \$900 million of supplemental LIHEAP funding will be distributed nationwide to help *"prevent, prepare for, or respond to" home energy needs surrounding the national emergency created by the Coronavirus Disease 2019 (COVID-19).*"

LIHEAP CARES will begin on July 1 in Georgia and is intended for applicants that have **not** received aid from either of the annual heating or cooling programs in FY 20. The program will open to all households beginning August 1, 2020.

LIHEAP annual Cooling and Heating Programs, initiated in November 2019 and April 2020 respectively, are running concurrently and will continue through June 30.

I have applied and received LIHEAP heating assistance this program year. Can I still apply for LIHEAP cooling or LIHEAP CARES assistance?

Yes, each household is eligible to apply for any program.

Will LIHEAP or LIHEAP CARES pay for my whole utility bill?

Your benefit amount is determined by your household size, income, and if there are seniors present in the home. For the either program, eligible households can expect to receive \$350.00 or \$400.00 toward their energy costs.

Will I still be able to apply for heating or cooling assistance on July 1, 2020?

LIHEAP CARES will begin on July 1 but will only be available to households that were not able to take advantage of any previous programs ending on June 30. From July 1 through September 30, LIHEAP CARES will offer cooling assistance. Then, from November 1 LIHEAP CARES will transition to the heating program until funds are exhausted.

Can I complete an energy assistance application online?

No, you must contact the local Community Action Agency responsible for administering the program in your county to apply for benefits.

What do I need to bring to the appointment?

You will need to check with your local Community Action Agency for the information needed for the intake process. Examples of information needed will include:

- **picture identification,**
- **social security cards for each member in the household,**
- **proof of income for the past 30 days, current heating bill, etc.**

Can LIHEAP help with my water bill?

No, LIHEAP assistance can only be used for energy services.

How long will it take to get my benefits if I am eligible?

There are different processes for each Community Action Agency. You must continue to pay your bill while the agency is processing your application.

What is the application process for LIHEAP and LIHEAP CARES assistance?

You will need to contact your local Community Action Agency to schedule an Intake Appointment to complete the application. Once the application process is completed the agency will inform you if you are eligible for the benefit. Again, continue to pay your bill to avoid any disconnection while your application is in process.

If I live in one county, can I go to another county to complete my application?

No, you must complete your application in the county where you live.

How do I know if I am eligible for the LIHEAP or LIHEAP CARES Program?

Basic consideration is:

1. Have a total gross income at or below 60% of the State Median Income Guidelines for Georgia
2. Be responsible for paying the cost of energy for the household or be able to verify an energy burden
3. Be a US citizen or lawfully admitted immigrant

Where do I apply for LIHEAP or LIHEAP CARES assistance?

You must contact your local Community Action Agency to schedule an appointment to complete a LIHEAP application. Visit <http://www.georgiacaa.org> to locate the agency that serves your county.

