

<http://www.operationthreshold.org/programs/black-hawk/liheap/>

LIHEAP APPLICATIONS

WHAT IS LIHEAP?

LIHEAP stands for the Low-Income Home Energy Assistance Program (LIHEAP). Households approved for LIHEAP receive a one-time payment to their heating provider to help offset winter heating costs. This is a one-time payment and you should continue to pay on your utility bill. Households may receive assistance only once per season.

WHEN CAN I APPLY?

October 1	Disabled and Elderly Households may apply. If your household does not have an elderly or disabled member then you must wait to apply on November 1 . Your household income must also be below 200% Poverty (Link to poverty guidelines)
November 1	All Households may apply. Your household income must be below 200% Poverty (Link to poverty guidelines)
If you have a current energy related crisis, please click here to complete a Household Energy Assistance Crisis Application	

WHAT DO I NEED TO APPLY?

You will need to bring the following. Your application will be considered “complete” once the following applications are received. If you fail to provide all required documents, your application will be denied.

1. **LIHEAP Application Form**. Make sure you SIGN and DATE the form.
2. Last 30 days of income from all sources.
3. Copy of Utility Bill
4. Social Security Card for all Household Members
(Note, if you were approved for LIHEAP last year, you do not need to provide this information again).

HOW CAN I APPLY?

Due to the ongoing COVID pandemic, Operation Threshold is not seeing applicants in person. However, you may call and make an appointment if you are in need of assistance to complete your application.

1. **Complete an Online Application:** After **November 1, 2021** customers will be able to submit an application for utility assistance online. The **link will be available here and below**.
2. **Complete and Return a Paper Application:**
 - o **Pick-up/Drop-off:** Applications are also available outside each Operation Threshold office building and on the website. Your application and supporting documents should be

returned to the office which serves the County you live where you live. The addresses can be found [here](#).

- **Email:** Send an email TO Operation Threshold staff at crisis@operationthreshold.org to request an application. (Please do not return your completed LIHEAP application through the CRISIS email, due to the volume of emails monitored at that mailbox). If you wish to apply online, please use our [Online application form found here](#):

Phone: Call our office and leave a message requesting an application, with your address. We will mail one to you.

- Black Hawk County residents: 319-291-2065
- Buchanan County residents: 319-334-6081
- Grundy County residents: 319-824-3460

WHEN WILL I KNOW MY ASSISTANCE AMOUNT?

Complete applications will be processed within 30 days of receipt, and applicants will be notified of their denial or their approval amount by mail or email.

WHAT IS THE MORATORIUM?

The moratorium is a period of time when LIHEAP-approved households are protected from having their utilities disconnected. Those who are approved for LIHEAP may not have an energy disconnect from November 1st through April 1st.

Even though households may be protected against disconnect during this time, households are strongly encouraged to continue paying monthly on their utility bill, to avoid large balances and crisis situations when the moratorium ends.

The additional relief funds that were provided to assist household with their energy bills in 2021, will likely not be available at the same level during 2022. Households are strongly encouraged to set up payment plans and stay current with their bills to prevent future disconnects.