



# LIHEAP

## Energy Assistance Program

**LIHEAP stands for Low-Income Home Energy Assistance Program. It is designed for people in need of assistance with their energy costs, including electric, wood, coal, oil, gas, LP gas, and kerosene.**

## About the Program

We offer assistance to help families pay their energy bills. This payment is sent directly to your utility company to be credited on your account. If you qualify, you will receive a letter in the mail telling you the amount of the credit that has been applied.

Once our finance department receives your processed application they request funding from the Tennessee Housing Development Agency (THDA) so we may credit your account. We receive over 11,000 applications annually.

It is extremely important that you **PAY YOUR BILL** while you're waiting to avoid disconnection.

We can not pay late fees.

**For more information call (423) 246-6180 or visit [helpingneighbors.com](http://helpingneighbors.com).**

### Priority is given to:

- Low-income/poverty level
- Energy burden
- Disabled
- Elderly
- Young Children under the age of 6
- Veterans
- Household size
- APS referral (Adult Protective Services)

### Income Requirements

Household Size	Monthly Income Limit
1	Monthly \$2,557
2	Monthly \$3,344
3	Monthly \$4,131
4	Monthly \$4,918
5	Monthly \$5,705
6	Monthly \$6,492



Upper East Tennessee  
Human Development Agency



# Our Neighborhood Service Centers serve the 8 counties of Northeast Tennessee



- 1. Bristol Neighborhood Service Center**  
713 Volunteer Parkway, Suite 6, Bristol, TN 37620
- 2. Carter County Neighborhood Service Center**  
1739 Highway 19E, Elizabethton, TN 37643
- 3. Greene County Neighborhood Service Center**  
1128 Tusculum Boulevard, Office C, Greeneville, TN 37745
- 4. Hancock County Neighborhood Service Center**  
1197 Main Street, Sneedville, TN 37869
- 5. Hawkins County Neighborhood Service Center**  
904 East Main Street, Suite 1, Rogersville, TN 37857
- 6. Johnson County Neighborhood Service Center**  
784 South Shady Street, Mountain City, TN 37683
- 7. Kingsport Neighborhood Service Center**  
301 Louis Street, Kingsport, TN 37660
- 8. Unicoi County Neighborhood Service Center**  
1413 N Main Avenue, Unit C, Erwin, TN 37650
- 9. Washington County Neighborhood Service Center**  
125 E Jackson Boulevard, Suite 11A, Jonesborough, TN 37659

If you need assistance, we encourage you to visit one of the Neighborhood Service Centers located throughout our region. The centers are open Monday through Thursday, and available by phone on Fridays, from 8am to 4:30pm, and closed all federal holidays.

 **To contact your Neighborhood Service Center call (423) 246-6180.**

Follow the prompts to reach the center in your county.

