

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. Credits range from \$174 to \$750.

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 and processing does take time.

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.

Please bring the following:

- A valid email address for all applicants (Applications without an email will be denied.)
- Acceptable government-issued ID for the applicant.
- Original copies of all household members social security cards.
- Energy usage history for the past 12 months for all LIHEAP supported utilities (or, if less than 12 months, based on the client's duration at their address.)
- For household members claiming disability a completed Verification of Disability Form must be filled out and signed by a medical professional.
- ALL Income documentation for the past 30 days.
- Household members claiming zero income: If any family members age 18 or older and not attending high school are reporting no income, the applicant must submit a single Verification of Income and Expense form that includes information for all such individuals.
- If submitting a paper application it must be filled out completely and signed by the applicant.

Applications missing any required documentation will not be processed.

Income Requirements

Household Size	Monthly/Yearly Income Limit
1	\$2,671 /\$32,052
2	\$3,492/\$41,904
3	\$4,314/\$51,768
4	\$5,136/\$61,632
5	\$5,958/\$71,496
6	\$6,778/\$81,336



Upper East Tennessee
Human Development Agency



423-246-6180 | helpingneighbors.com

Our Neighborhood Service Centers serve the 8 counties of Northeast Tennessee



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.

Want to learn more about helping neighbors?

Visit helpingneighbors.com and click the three stacked lines in the upper right corner of the page. There you'll find:

- Printable flyers for our services
- Copies of our annual reports and audits
- Additional resources to explore how we support the community

It's all just a click away—easy to access, easy to share!

