

August 11, 2022

## **2022/23 Home Energy Assistance Program (HEAP) Frequently Asked Questions (FAQ)**

### **What is HEAP?**

The Home Energy Assistance Program (commonly called LIHEAP or HEAP Fuel Assistance) provides assistance to qualified homeowners and renters to assist with energy costs. The funds are distributed throughout Maine by 9 Community Action Agencies, in most cases directly to the fuel vendors. The program is not intended to pay for all heating costs, but to assist in paying the energy costs.

### **How do I apply?**

You apply at your local Community Action Agency (CAA). You can [find your local CAA here](#).

In York County, you can make an appointment by calling York County Community Action Corporation at **(207) 459-2950**.

### **When do I apply?**

It is important to call as soon as possible. Apply for HEAP from July 18, 2022 to July 15, 2023. HEAP-eligible clients can apply for emergency fuel help from November 1, 2022 to April 30, 2023.

### **How do I know if I qualify for HEAP?**

Contact YCCAC by calling **(207) 459-2950** to find out if you qualify. The HEAP Income Eligibility Guidelines, posted below, are for maximum gross household income based on the number of people in your household.

You may apply for HEAP even if heat is part of your rent. If you pay court-ordered child support, you may be able to deduct amounts paid from your household's income. If your income is over the HEAP Income Guidelines, you may be able to deduct a portion of the

amount you paid for medical expenses. We recommend that you call us at 459-2950 for help determining your eligibility for HEAP.

Poverty Level	Household Size									
	1	2	3	4	5	6	7	8	9	10
1 MONTH	\$2,572	\$3,363	\$4,154	\$4,946	\$5,737	\$6,528	\$6,677	\$6,825	\$6,973	\$7,122
3 MONTHS	\$7,715	\$10,089	\$12,463	\$14,837	\$17,211	\$19,585	\$20,030	\$20,475	\$20,920	\$21,365
12 MONTHS	\$30,860	\$40,356	\$49,852	\$59,348	\$68,843	\$78,339	\$80,120	\$81,900	\$83,681	\$85,461

### What documents/information do I need to apply for HEAP?

Listed below are the documents/information most often asked for to complete a HEAP application:

- Social security number verification for all household members
- Date of birth for all household members
- Valid Government ID
- Landlord’s name, address and phone number
- Most recent electric bill, showing kilowatt usage
- Fuel account number
- Gross wages
- Tax returns for self-employed
- Interest/Dividends
- Pension/Annuities

### How do I get the required documents to you?

You can mail documents to our Sanford office (6 Spruce Street, P.O. Box 72, Sanford, ME 04073) or drop them off. You can also send your documents by FAX at (207) 490-5023 or by email at [EnergyServices@YCCAC.ORG](mailto:EnergyServices@YCCAC.ORG).

### I received HEAP benefits last year. Do I need to apply again?

Yes. HEAP benefits last about a year. You need to reapply each successive year for HEAP assistance.

During this year’s HEAP application process, you will be pre-scheduled for next year, so that you will receive a “reminder” (text, phone message or email) when your next HEAP appointment is near.

**How much will my HEAP benefit be?**

Benefits vary based on household size, gross income, and other factors. Last year's benefits averaged \$711 per household. But that's just an average, and should not be used to estimate your benefits for the 2022/23 season.

**How long does it take to get a fuel delivery?**

Once your application has been approved by Maine State Housing, your fuel vendor will be notified and you can call your vendor to schedule delivery. As HEAP funds are released for use around October, the first fuel deliveries will also be made around that time.

**What if I have an emergency need for heating fuel?**

For urgent situations, the Energy Crisis Intervention Program (ECIP) provides emergency fuel assistance to HEAP-eligible households in York County. A household may be eligible for up to \$600 in emergency funds to avert an energy crisis. Those in danger of a utility disconnect that directly effects their ability to heat the home, who do not have the financial resources to pay utility providers, may also receive ECIP benefits.

To be eligible, households must have:

- An approved HEAP application for the current heating season
- No remaining HEAP benefits
- Less than 1/4 tank of heating oil or kerosene, less than 25% tank of propane, or 3 days or less of other home energy fuels

**Can I apply for HEAP assistance twice in one season?**

HEAP is not intended to pay for all energy costs, but to assist in paying the energy costs. You can apply for HEAP only one time each season. For additional heating assistance, ECIP is available for HEAP-eligible clients who meet certain criteria (see **What if I have an emergency need for heating fuel?**)

Additional heating assistance may be available from your town or city, through the General Assistance (GA) office. Our Department of Economic Opportunity may also be able to assist with heating needs for York County households that have exhausted all other options—HEAP, ECIP and your town or city office. We maintain a small, limited fund for heating assistance, made available through donations and in partnership with United Way of Southern Maine.