



Department of Human Services (DHS)  
2016/17 Low Income Home Energy Assistance Program (LIHEAP) Season

**Important Facts for Customers**

**LIHEAP Client Helpline 1-866-857-7095 - for CUSTOMERS to request an application or check its status**

**Submitting an application for LIHEAP:**

- This season opens Tuesday, Nov. 1, 2016, and is expected to close Friday, March 31, 2017.
- Customers who received a LIHEAP grant last season will receive a 2016/17 LIHEAP application or a COMPASS postcard in the mail in late September or early October. These preseason documents have a COMPASS registration number that allows customers to apply online before the start of the season.
- Customers who didn't receive LIHEAP last season may request an application on or after Nov. 1 by:
  - Applying on-line at [www.compass.state.pa.us](http://www.compass.state.pa.us) (on or after Nov. 1, 2016),
  - Contacting their local County Assistance Office (CAO) by phone or in person, or
  - Calling the **LIHEAP Client Helpline at 1-866-857-7095.**

**LIHEAP Cash grants:**

- A household receives only one regular LIHEAP Cash grant per heating season.
- 2016/17 Cash grants range from \$200 minimum to \$1,000 maximum based on region, the household's annual income, heating type and the number of people living in the home.
- Vulnerable households with a member who is disabled, age 60 or older, or age 5 or younger will also receive a separate, Supplemental grant at the same time the Cash grant is approved. The amount of the Supplemental grant will vary from \$50 to \$175 depending on the number of vulnerable household members.

**LIHEAP Crisis grants:**

- Eligibility is based on the existence of a heating emergency where the household is without heat or is within 15 days of being without heat caused by lack of fuel or utility termination.
- A request for a Crisis grant must be made **by the customer to the County Assistance Office (CAO).**
- 2016/17 Crisis grants range from \$25 up to a season maximum of \$500.
- The LIHEAP Cash and Supplemental grants must be used toward a Crisis if they were authorized before the request for Crisis.
- Crisis grants are authorized based only on the amount needed to maintain or restore utility service or the quantity of fuel needed to fill the tank (up to the \$500 maximum for the season).
- A customer who applied for a LIHEAP Cash grant does not need to submit a separate application for a Crisis grant unless the customer moved or a new person moved into the household.
- A CAO representative will contact the vendor to provide a Crisis authorization # which will guarantee payment.
- A customer may be eligible to receive multiple Crisis authorizations during the season if a heating emergency is encountered multiple times, as long as the household has not reached the 2016/17 season maximum of \$500. **For this reason, vendors must submit Crisis claims within 30 days.**

**NOTE:** LIHEAP Cash grant customers do not automatically receive a Crisis grant, as eligibility is dependent upon the existence of a heating emergency. A CAO representative must authorize each Crisis delivery or pickup.

**Vendors will not be paid for deliveries that are not authorized by the CAO or if the heating emergency is resolved before a CAO representative makes contact with the vendor to authorize a Crisis payment.**

Each Crisis authorization is good for a one-time-only delivery or pickup of fuel. If a household wants another Crisis delivery or pickup, they must first contact the CAO representative who will evaluate eligibility and contact the vendor if a new Crisis delivery is approved.

**NOTE:** Help with weatherization is available through a weatherization contractor. This could include help to repair broken heating equipment. Interested customers should contact their local CAO.

**Fuel and Utility Vendors may call the LIHEAP Vendor Helpline at 1-877-537-9517**