



Department of Human Services (DHS) Low Income Home Energy Assistance Program (LIHEAP) 2021-2022 Season

Important Facts for Customers

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

- This season opens Monday, October 18, 2021 and is expected to close on Friday, May 6, 2022.
- Customers who received a LIHEAP grant last season will receive a 2021-2022 LIHEAP application or COMPASS postcard in the mail before the start of the new season. These 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 October 18 by:
 - Applying online at www.compass.state.pa.us (on or after October 18, 2021),
 - 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.
- 2021-2022 Cash grants range from \$500 minimum to \$1,500 maximum based on region, the household's annual income, heating type, and the number of people living in the home.
- The LIHEAP Cash grant must always be used first to resolve a Crisis.

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.
- Customers who are on automatic delivery may receive help with LIHEAP Crisis if their request for Crisis is made within 15 days of being without heat and an automated delivery has not already resolved their emergency.
- All requests for a Crisis grant must be made **by the customer to the CAO**.
- 2021-2022 Crisis grants range from \$25 up to a season-maximum of \$1,200.
- Crisis grants are authorized based only on the amount needed to resolve a specific emergency such as preventing termination of a utility or service or the quantity of fuel needed to fill the tank one time (the maximum \$ amount will be provided by the CAO).
- 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 customer may be eligible to receive several Crisis authorizations during the season if a heating emergency is encountered multiple times. However, the household may not exceed the 2021-2022 season maximum of \$1,200. For this reason, vendors must submit Crisis claims within 30 days.

NOTE: LIHEAP 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.

LIHEAP Crisis will not pay for a delivery that is not authorized by the CAO or if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment.

Each Crisis authorization is good for a one-time-only delivery or pickup of fuel. Households who are in need of an additional Crisis delivery or pickup must contact the CAO again and make another request for Crisis. A CAO representative 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.

The LIHEAP Helpline for Customers is 1-866-857-7095.