



LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

WHAT IS LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) provides energy assistance to low-income District households for electric, gas, or home heating oil bills. The Department of Energy and Environment (DOEE) operates the LIHEAP program which is funded by the U.S. Department of Health and Human Services (HHS) and the District Local Fund. LIHEAP is not an entitlement program and benefits are suspended upon DOEE's depletion of available funding within any given fiscal year. The fiscal year in the District begins October 1 and ends September 30.

WHO IS ELIGIBLE FOR LIHEAP?

District residents with a household income that falls within the annual income guidelines established by the District and HHS are eligible for LIHEAP. Income guidelines are posted at doee.dc.gov/liheap.

LIHEAP-approved applicants are eligible to receive energy assistance in the form of a one-time payment to one of the following:

- Pepco
- Washington Gas
- C&M Oil
- Griffith Oil

HOW DO I APPLY FOR LIHEAP ASSISTANCE?

Apply online at doee.dc.gov/liheap or **call 711** to schedule an in-person appointment.

WHAT DOCUMENTS DO I NEED TO APPLY?

To apply, the following documents are required:

- Social Security cards for everyone in your household;
- recent copies of your utility bills;
- a recent paystub or other proof of income for all household members; and
- valid government-issued photo ID for the applicant.

NOTE: If you are disconnected from energy service, please call 311.

HOW OFTEN CAN I RECEIVE ASSISTANCE?

Eligible LIHEAP recipients qualify for one assistance payment per fiscal year. LIHEAP recipients who owe \$250 or more on a utility account, may also be eligible for a one time emergency assistance benefit.

HOW IS MY ASSISTANCE CALCULATED?

The LIHEAP assistance matrix (available at doee.dc.gov/liheap) considers household size, fuel type, dwelling type, and household income to calculate assistance.

WHAT SHOULD I DO IF I DISAGREE WITH MY LIHEAP BENEFIT OR A DENIAL OF BENEFIT?

If you disagree with DOEE's decision regarding your LIHEAP application, you may appeal the decision by requesting a fair hearing at the District's Office of Administrative Hearings (OAH).

Request a hearing by calling 311; or by visiting or writing to OAH at 441 4th Street NW Suite 450 North Washington DC, 20001.



(202) 535-2600 | doee.dc.gov

WHAT IS UDP?

The Utility Discount Program (UDP) provides discounts on utility bills for low-income District residents. UDP consists of four utility discounts:

- **Residential Aid Discount (RAD) for Pepco**

The Residential Aid Discount (RAD) program provides eligible Pepco customers in the District a discount, the Residential Aid Credit (RAC) for the full customer charge for energy distribution in addition to a full discount on the following surcharges: the Residential Aid Discount Surcharge, the Sustainable Energy Trust Fund, and the Energy Assistance Trust Fund Surcharge. Potential savings of \$300-475 annually.

- **Residential Essential Service (RES) for Washington Gas**

The Residential Essential Service (RES) program provides eligible Washington Gas customers in the District with a discount on a portion of the natural gas they use between November 1 and April 30. To participate in RES, District residents must use natural gas as the principal source of home heating. RES eligible customers will receive an approximate 46% discount on the total bill.

- **Customer Assistance Program (CAP) for DC Water**

The Customer Assistance Program provides eligible DC Water customers in the District with a discount on the first 400 cubic feet (3,000 gallons) of water and sewer services used each month. Potential discount could be over \$500 annually.

- **Lifeline Services**

Economy II Service, also known as "Voice Lifeline" is an assistance program offered by Verizon. It offers discounted at home local telephone service to qualified DC customers. Voice Lifeline Service is available for \$3.00 per month to customers under 65 years of age, and \$1.00 for seniors 65 years of age and older.

To obtain a Lifeline application, visit lifelinesupport.org or call 1-800-234-9473. DOEE does not accept Lifeline applications.

WHO IS ELIGIBLE FOR UDP?

District residents with a household income that falls within the annual income guidelines established by the District are eligible for UDP. Income guidelines are posted at doee.dc.gov/udp.

WHAT DOCUMENTS DO I NEED TO APPLY?

- Social Security cards for everyone in your household;
- one recent copy of each of your electric, gas, and water/sewer bills;
- a recent paystub or other proof of income for all household members; and
- valid government-issued photo ID for the applicant.

HOW DO I APPLY FOR UDP?

Complete and submit an application available online at doee.dc.gov/udp or call **311** to schedule an in-person appointment. Offices are located at 1207 Taylor St. NW and 2100 Martin Luther King, Jr. Ave. SE.