**Does utility assistance pay my entire bill each month?**

No, the utility assistance program is designed to help with your water, and heating/cooling costs. It is not intended to pay the entire cost of your bill. If you are applying for help, you should continue to pay on your bill. If your household is determined eligible, payments are made directly to the utility company or the fuel vendor on your behalf.

**How do I know if I qualify?**

Eligibility for assistance is based on your annual gross income and the size of your household, household heating source, water consumption, and type of dwelling. You must provide proof of income and assets for all household members that live with you. You must supply your utility bill (or a copy).

**What if I can't find my bills?**

We can contact the utility companies directly to obtain your account info. However, this process takes much more time. It is easier and faster to serve you if you bring your bills with you.

**What do I need to bring with me to my appointment?**

Bring all of the following:

* Recent copies of your utility bills.
* Utility disconnection notice (if you've received a shut-off notice from your energy company).
* Valid government photo identification for the applicant.
* Social Security cards (or documents with SSN number such as a paystub or official document from the Social Security Administration) for all persons living in your household.
* A recent payroll stub or other proof that shows your current gross income for the last 30 days and is valid within the last 90 days.
* Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, disability, etc.

**How many times a year can I receive assistance?**

We provide two types of assistance, regular and emergency assistance. We will provide regular and emergency utility assistance once a year from October 1 - September 30.

Emergency Assistance (Your electricity, gas, or water have been disconnected or you are out of home heating oil):

**I have received a disconnection notice from my utility (electric, gas, or water) or my services have been cut off. How do I apply for emergency energy assistance?**

If you have already received emergency assistance once this year, you are not eligible to receive it again. Emergency assistance is available to District residents who have received a disconnection notice (Seniors 55 or older or residents who are on breathing apparatuses or life support machines requiring electricity) or gas service (Seniors 55 or older), or are currently disconnected. Assistance is also available to residents without home heating oil.

**What documentation do I need to bring for emergency assistance?**

Bring all of the following:

* Disconnection notice or notice from DC Water, PEPCO, or Washington Gas stating that the service has been disconnected. (If you’re already approved for a regular benefit during the same program year, please provide the disconnect notice or intent to disconnect from the utility.)
* Valid photo identification for the applicant.
* Social Security cards (or documents with SSN number such as a paystub or official document from the Social Security Administration) for all persons living in your household.
* A recent payroll stub or other proof that shows your current gross income for the last 30 days and is valid within the last 90 days.
* Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, disability, etc.
* Utility disconnection notice (if you've received a shut-off notice from your energy company).

**What if I can't find my bills?**

You should contact your utility company to obtain a copy of your bill. We can contact the utility companies directly to obtain your account information. However, this process takes much more time. It is easier and faster to serve you if you have copies of your bills.

**What is the largest award I could receive, and how many times can I receive emergency assistance?**

The amount you may receive depends on your eligibility. You will be informed on the amount of assistance that you will receive. You can only apply for emergency assistance once a year from October 1 - September 30.

**Does the bill have to be listed in my name?**

You must show that you are responsible for your home energy costs by providing a current bill or a copy of a bill.