

Low-Income Home Energy Assistance Program (LIHEAP) Frequently Asked Questions

Q1. What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) provides energy assistance to low-income District of Columbia households for electric, gas, or home heating oil bills. Eligible DC residents can receive a one-time per fiscal year Regular benefit and Emergency benefit, which are paid directly to the utility companies. The fiscal year starts October 1 and ends September 30 of each calendar year. The DC Government Department of Energy and Environment (DOEE) operates the LIHEAP program which is funded by the U.S. Department of Health and Human Services and the District Local Fund. LIHEAP is not an entitlement program. Benefits are provided each fiscal year subject to funding availability.

Q2. What is the difference between Regular Benefit and Emergency Benefit? Can you receive both in the same fiscal year?

The Regular benefit is provided first if the household is determined eligible for LIHEAP assistance. The maximum Regular benefit is \$1800. The Regular benefit amount is determined using the District of Columbia's LIHEAP Benefit Matrix which calculates a household's benefit based on household income, the number of household members, type of dwelling (single or multifamily), and fuel type. Benefit amounts are reviewed annually to ensure funding is allocated to as many households as feasible with the highest energy burdens.

The Emergency benefit is awarded after the Regular benefit and there is a \$250 or more utility balance. The maximum Emergency benefit is \$750.

Yes, you can receive both the Regular and Emergency benefits in the same fiscal year.

Q3. Does energy assistance pay my entire bill each month?

No, if your household is approved for the LIHEAP Regular and Emergency benefits, the payments are made directly to the utility company or the fuel vendor on your behalf, one time per fiscal year which starts October 1 and ends September 30 of each calendar year. The energy program is designed to help with your 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.

Q4. What are the eligibility requirements for the program?

Eligibility to receive LIHEAP assistance is based on the household's annual gross income, number of family members, heating source, and type of dwelling (single or multifamily). The total household income must fall within the LIHEAP annual income guidelines established by the DC government and the US Department of Health and Human Services (HHS). The LIHEAP income guidelines can be found on the DOEE website at doee.dc.gov/liheap. LIHEAP income guidelines are also listed in this FAQ under Q7.

Q5. 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. The utility bill cannot be in the name of a management company or a business.

Q6. What if I can't find my bills?

If you are unable to locate your utility bills, DOEE will contact the gas, electric and oil companies directly to obtain your account information. If you pay for water, you must submit a current copy of your water bill because we do not have access to the DC Water account web portal. However, if you do not submit copies of your utility bills, the application process may take more time. It is easier and faster to serve you if you submit your utility bills with your application.

Q7. What are the FY 24 Income Guidelines for the LIHEAP program?

LIHEAP Income Guidelines for FY24 (October 1, 2023 - September 30, 2024)

Household Size	Maximum Annual Income
1	\$49,814
2	\$65,141
3	\$80,469
4	\$95,797
5	\$111,124
6	\$126,452
7	\$129,325
8	\$132,199

Q8. How can I apply for LIHEAP?

Apply Online and/or print the LIHEAP application: doee.dc.gov/Liheap

Schedule an Appointment: **Call 311 or (202) 737-4404**

Mail the LIHEAP (energy assistance) application to:

Department of Energy and Environment

**Attn: LIHEAP Utility Affordability Administration
1200 First Street NE, 5th Floor
Washington DC, 20002**

Fax: Wards 1-5 and (Ward 6—NW/NE) 202-671-0802

Wards 7 & 8 and (Ward 6--SW/SE) 202-673-6725

Q9. When and how can I make an appointment?

You can make an appointment by calling 311 or (202-737-4404). Appointments are available Tuesday, Wednesday, and Thursday at 9:00 am, 10:00am, 11:00 am, 1:00pm and 2:00pm. We ask that you arrive to your appointment 10 minutes early with all the necessary documentation. Residents who walk-into the service centers without an appointment will not be seen.

Q10. Where are the appointment sites located?

**1207 Taylor St., NW
Washington, DC 20011**

- Bilingual (Spanish)
- ADA Compliance
- Interpreter Services available
- Serving Wards 1,2,3,4, 5 & 6

**2100 Martin Luther King, Jr. Ave., SE
Washington, DC 20020**

- Interpreter Services available
- ADA Compliance
- Serving Wards 6, 7, & 8

Q11. What do I need to bring with me to my appointment or submit if I apply online, by fax or mail?

Bring or submit all the following:

- Recent copies of your utility bills. (Gas, electric, and water if you pay them)
- 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.
- Self-employed residents should submit a copy of the most recent year's taxes that show the Adjusted Gross Income (AGI)
- Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, Disability, etc.
- Final utility disconnection notice (if you've received a shut-off notice from your energy company).
- 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.
- Valid, government issued photo identification for the applicant.

Note: Social Security cards with "Employment Only" are not acceptable.

Q12. Once I apply for LIHEAP, how do I know the decision of my application?

If you apply by appointment, you will be told at the time of your appointment if you are approved and your benefit amount.

If you apply online, by mail or fax, you should call 311 (202-737-4404) to check the status of your application.

Q13. Does DOEE offer any other utility assistance program?

Yes, if you are eligible for a LIHEAP benefit, you will also be approved for the Utility Discount Program (UDP). UDP provides a monthly discount on some of the fees and the distribution charge on your gas, electric and water bills if you pay them.

The eligibility income guidelines for UDP are higher than the income guidelines for LIHEAP. In some cases, if a resident is denied a LIHEAP benefit for being over-income, the resident could be eligible for the monthly UDP discounts that last from the time of the LIHEAP approval through the end of the fiscal year, September 30.

The monthly discount for Washington Gas is available between November 1 and April 30.

UDP Income Guidelines for FY24 (October 1, 2023 - September 30, 2024)

Household Size	Maximum Annual Income
1	\$84,400
2	\$96,450
3	\$108,500
4	\$120,550
5	\$130,200
6	\$139,850
7	\$149,500
8	\$159,150

Eligible LIHEAP recipients may also qualify for other DOEE programs such as:

Solar For All is a program with the goal to bring the benefits of solar energy to 100,000 low to moderate income families in DC. For more information go to: doee.dc.gov/solarforall

The Weatherization Program (WAP) installs audit-recommended energy efficiency measures to help families maintain energy-efficient, safe and healthy homes. For more information go to: doee.dc.gov/service/wap