

# DOCUMENTATION

Q: What documents do I need?

A: The application has a checklist of items needed. We may request more information. If we do not receive your documents, your application may be denied. Always be on the lookout for notification from our team.

## Application Checklist

- Completed application packet.
- Copy of the photo identification for application signer.
- Copy of Social Security cards for everyone living in the household.
- Proof of Income for 3 months prior to the date of the application for anyone 18 years of age or older as of .
  - If over 18 and a student a school schedule is needed.
- Proof of Veteran status, if applicable. DD-214, VA ID card, Retired Military ID, Military Separation/Retirement orders, VFW Card, American Legion Card, Veteran's Administration Disability Award letter, VA Loan notice, or a state driver's license or ID card with Veteran identification.
- Landlord Affidavit if your utilities are included in rent.
- Most current complete copy of your utility bill, bulk fuel statement, and water bill.

# WEATHERIZATION

Q: Will the Weatherization Program replace doors and/or window?

A: No. The Weatherization Program focuses on energy efficiency. After inspection, a home may qualify for insulation, water heater and/or furnace repair/replacement.

Q: If I rent, can I still answer "yes" to being interested in the Weatherization Program?

A: Yes. If a household is approved for the EAP program or income qualifies for the Weatherization, that household is placed on a list. The household may be contacted within a year of the application process date.

## CONTACT INFO

### Clark County

Community Action of Southern Indiana  
Energy Assistance Program  
201 East 15th Street  
Jeffersonville, IN 47130  
P: 812.288.6451  
Email: eapassistance@casi1.org

### Floyd County

Community Action of Southern Indiana  
Energy Assistance Program  
1218 E. Oak Street  
New Albany, IN 47150  
P: 812.920.4782  
Email: eapassistance@casi.org

### Harrison County

Harrison County Community Services, Inc.  
Energy Assistance Program  
PO Box 308  
Corydon, IN 47112  
P: 812.738.8143  
Email: harrisoncap@hccsi.net

# ENERGY ASSISTANCE PROGRAM

## FREQUENTLY ASKED QUESTIONS



In compliance with state and federal laws, Community Action of Southern Indiana will not discriminate on the basis of race, color, national origin, age, sex, Veteran's status, sexual orientation, marital status, disability or other other legally protected status.

# EAP PROGRAM

Q: When does the EAP program start and can I apply now?  
A: The EAP Program begins November 1st and ends mid May. Crisis assistance cannot be awarded prior to November 1st.

Q: Is your office open for walk-ins?  
A: No, all offices are closed for walk-ins. Our EAP Team Members will be available **Monday - Friday 8:30am - 3:30pm** to work on your applications and answer questions.

Q: How can I get an applications?  
A: If you applied for assistance last season you will receive an application in the mail. If you did not apply, you can pick up one outside of your local office, download a copy from our website or we can mail or email you an application packet. You can also utilize our online application at <https://eap.ihcda.in.gov>.

# CRISIS ASSISTANCE

Q: Can I get assistance if I am up for a disconnection or have already been disconnected?  
A: Crisis assistance will be available November 1st. It is not guaranteed to pay your entire balance.

Q: Can EAP pay even if I have a payment agreement?  
A: Yes, we have additional funds this year that may be able to help.

# INCOME GUIDELINES

Q: What are the income guidelines to qualify for assistance?  
A: Below is the income guidelines for the EAP program. This does not guarantee that you will be approved.

INCOME LIMITS	
HOUSEHOLD SIZE	ANNUAL GROSS INCOME
1	\$27,012
2	\$35,324
3	\$43,635
4	\$51,947
5	\$60,259
6	\$68,570
7	\$70,128
8	\$71,686
9	\$73,245
10	\$74,803

The Annual Gross Income for the 12 month period prior to the signature date of application must be at or below 60% of the State Median Income.

Again, this does not guarantee approval for the program. If you do over qualify you may reapply **55 days** after the date on your notification letter.

We highly encourage everyone who may need assistance to apply. We are here to help you!

# BENEFITS

Q: How are my benefits determined?  
A: Benefits are determined based on a point system, not on the amount of your bill.

Q: How much can my benefit be?  
A: Households can earn up to 25 points with each point equating to \$25 toward the homes **primary heating source**.

Q: Can my benefit cover a deposit or fuel tank fee?  
A: Benefits **cannot** be applied to deposits or fuel tank fees. Benefits **can** be applied to reconnection fees, usage, and prepaid accounts.

# WHAT IF IT'S NOT ENOUGH

Q: What if I need assistance beyond what I was awarded?  
A: While some emergency or crisis funds may be available to approved applicants you may be responsible for a portion of your bill prior to us pledging your benefit. Be aware that the EAP program is to supplement heating costs and may not pay your entire bill.

There are community resources that may be available to help you. See your local resource list provided in your application packet.