

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

FREQUENTLY ASKED QUESTIONS

Keep this page for your information

1. **Question:** Who qualifies for LIEAP?
Answer: Qualifying households must:
 - Not exceed the income limits displayed at <http://www.dcf.ks.gov/services/ees/Pages/EnergyAssistance.aspx>
 - Be personally responsible for the heating fuel costs payable either to the landlord, utility company or fuel vendor

2. **Question:** Is my benefit based on what I owe the utility company?
Answer: No. The benefit amount is based on federal funding received, anticipated number of applicants, type of dwelling, type of primary heating fuel, number of household members (citizens) and household income.

3. **Question:** Can I qualify for LIEAP if my name is not on my utility bill?
Answer: An adult household members name must be on the primary heating source energy bill. If you pay the landlord for fuel costs included in the rent, or owed in addition to the rent, you may also qualify and should apply for LIEAP under your name.

4. **Question:** Can I split my benefit if my name is on one utility bill and someone else's name is on the other bill?
Answer: Yes. Both bills must be in the name of an adult household member.

5. **Question:** How many payments will I get?
Answer: LIEAP pays only one benefit per year.

6. **Question:** How will I know if I'm eligible for a benefit?
Answer: You will receive written notification by mail once a decision is made.

7. **Question:** I received my LIEAP benefit, but I still need help. What else can I do?
Answer: Contact your local Salvation Army, Red Cross, United Way or other local helping agency, along with your utility company for other available options. You can also call or text "211" or call 1-800-CHILDREN (800-332-6378) to identify resources in your county.

8. **Question:** What is the **Cold Weather Rule**?
Answer: The Cold Weather Rule applies only to residential customers of electric and natural gas utility companies under the Kansas Corporation Commission's jurisdiction. For more information about the Cold Weather Rule, please go to the KCC at http://kcc.ks.gov/pi/cwr_english.htm or contact them at 785-271-3000.

9. **To avoid delays in processing your application, be sure to provide the following:**

- Answer all questions on the LIEAP application
- Signatures of all adults living in the residence
- Copies of all items needed
- Proof of Income (earned and unearned) for anyone living in the residence
- If applicable, provide VA award letter, SSA/SSI award letter or award letter for your pension
- If claiming self-employment, provide complete copy of most recent tax return
- Copy of all fuel bills (gas, electric, propane, etc.)
- Proof of child support payments received or the court order
- If in subsidized housing, provide a copy of your rental agreement

(Always send copies; do not send originals, they will not be returned.)