

HEAP UTILITY ASSISTANCE AND WEATHERIZATION PROGRAMS
ONLINE APPLICATION INSTRUCTION FORM

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(Please read the instructions BEFORE completing the application)

Please complete and submit your HEAP application by following the directions described below. Your HEAP application will be submitted to our processing unit for eligibility verification. This process could take up to two weeks, so be sure to continue paying on your account or make payment arrangements. Households must meet the income guidelines and all requirements first before determining eligibility.

Complete and eligible applications will be processed within two weeks. Applications received incomplete will NOT be processed. Incomplete applications will be sent back to the address listed on the application along with a detailed explanation of what is needed to complete the application. Please use ink (not pencil) and write clearly when completing your forms.

Households are eligible for HEAP Utility Assistance once per program year. Eligibility is based on the neediest of the needy and not solely on income qualified households. HEAP utility assistance can take up to 90 - 120 days for processing before a credit is applied to the account.

[Step by step instructions on how to fill out the HEAP Utility Assistance application.](#)

Attachment 1: Energy LiHeap Intake Form CSD43 – HEAP Application

SECTION 1

APPLICANTS INFORMATION:

Complete this section with the applicant's first and last name, date of birth, mailing address, service address. *answer the two address questions, Social Security number and telephone number. *please indicate if the number is for messages only.

Include your email address if applicable.

Note: if any box is left blank, your application could be considered incomplete and returned to you.

SECTION 2

PEOPLE LIVING IN THE HOUSEHOLD:

Complete this section by adding the number of household members that are currently living in your home, including yourself.

You will then enter the number of household members in the appropriate box that indicates each household's age group. You will then indicate if either household member is Disabled, Native American and/or Seasonal or Migrant Farm Worker.

Note: By marking this section starting from the list: Disabled to Seasonal Migrant Farm Worker; these will be duplicated from the age group above.

SECTION 3

INCOME:

Complete this section by listing how many people in the household receive income. Then enter the gross Income (before taxes) in the appropriate line item. You must categorize each income source.

SECTION 4

HOUSEHOLD MEMBERS:

Complete this section by listing your household members full name, relationship to you, their date of birth, gross monthly income and their source of income. Total the gross monthly income. Answer yes or no for the Food Stamp question.

SECTION 5

ENERGY INFORMATION:

Complete this section by entering the utility company name and utility account information that you would like assistance on. We assist with one bill only. Answer additional utility information questions. This section must be completed. If your utilities is included in rent, check the box.

SECTION 6

ELIGIBILITY STATEMENT AND CONSENT/APPLICANTS SIGNATURE AND DATE:

Applicant must read, sign and date to complete the LiHeap CSD 43 Intake Form. By signing the LiHeap CSD43 Intake Form you are giving the agency permission to share your household information with the State and Federal Government as well as our local utility companies.

SECTION 7

APPLICANT: Do not fill out the information below. This section is for official use Only.

Once you have completed your HEAP Utility Assistance Application, attach the necessary documents needed (confirm by using the check off list.) Please submit your application by mail to:

LBCAP/HEAP Utility Assistance
117 Victoria Street
Long Beach, CA 90805

Note: If you are missing documents, your application will be placed on a temporary 7 day hold and a reminder letter will be sent by mail.