

2017-2018 Energy Assistance Information

HOW TO APPLY **NEW INFORMATION!! PLEASE READ!!**

NO paper applications this year.

To apply for the program you (a family member or a friend) will need to call **509-685-6161** or toll free at **866-260-2729** and leave a message with your name, address, and phone number that has the ability to receive messages.

This is a message line only. No one will be answering this line. The phone line will close when all the appointment slots are full for the month.

DATES MESSAGE LINE WILL BE OPEN

*****The phone lines will be busy. Please continue to call until you get through*****

The message line will be open at **10:00 A.M.** on the following dates:

September 23, 2017*

February 10, 2018

October 28, 2017

March 3, 2018

December 2, 2017

April 7, 2018

January 6, 2018

May 5, 2018

*The first month is only open to priority households. Priority households are:
seniors (60+) disabled persons children age 5 and under

We serve priority households throughout the season. If you do not get through in September, call again on the next date available for messages. See the above dates.

We will assist applicants on a "first come, first served" basis. An Energy Specialist will call you for your energy appointment after the message line has closed. We will call Monday thru Friday from 9am to 2pm beginning October 2, 2017.

An Energy Specialist will leave one message on your voicemail and will attempt to contact you three times if they are not able to leave a message. If the Energy Specialist is not able to reach you by phone, they will mail a letter with an appointment date and time in an effort to serve you.

If you do not have a phone, but are able to borrow one, please let us know that when you leave a message. Also, let us know what are a good days and times to make contact.

Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program, the purpose of which is to assist qualified, low income households with a one-time subsidy to help the household in meeting their home heating needs regardless of the heat source. The program is not intended to pay all of a household's winter heating costs.

**YOU MUST CONTINUE TO PAY YOUR ENERGY BILLS. APPLYING
DOES NOT GUARANTEE ELIGIBILITY OR ASSISTANCE.**