



ENERGY ASSISTANCE PROGRAM (EAP)

Things for you to remember!

- ◆ If you receive an award letter, the EAP benefit will be applied to your utility account. The actual payment may not be applied to your account until up to 120 days after the date your application was submitted. Please do not call SCCAP or IHEDA regarding the status of your application.
- ◆ Even though you are receiving assistance from EAP to pay utility costs, this assistance may not cover the entire amount owed to your utility provider. Therefore, **YOU** must keep paying on your bills throughout the year, including after submitting an application for assistance.
- ◆ If your utilities are currently past due, **talk with your utility company** to see if you qualify for a payment plan that will bring the bill current over time.
- ◆ If you receive a disconnect notice after you submit an application, contact your local SCCAP office **immediately**. If you wait until the day of disconnection or until after you have been disconnected, it may impact our ability to effectively address your crisis.
- ◆ Your utility vendor will be asked to provide us information regarding your account status and your energy cost and consumption data; if your bill is in another person's name you will need to make sure that the other person is aware that this information will be shared for the purposes stated above.
- ◆ Your award letter will explain the amount of EAP benefits that you are eligible to receive. **Benefit amounts are subject to change pending internal auditing by SCCAP.**
- ◆ Once you are approved to receive EAP assistance there is an Indiana law that states you can't be disconnected from residential electric or gas services between December 1st through March 15th. However, you **may** be disconnected before December 1st or after March 15th if your financial obligation with utility vendor exceeds the amount of your EAP benefit, or if your account is not in good standing as of December 1. This law applies to utility companies that are considered "regulated utilities".
- ◆ Remember that EAP is only helping you with your heating or cooling bills. **YOU** still need to keep your water, sewage, rent, and phone and other accounts current. If you are having trouble keeping your bills current, **talk to a case manager** at SCCAP and ask about other agency programs or community resources that may assist you.
- ◆ Ask what you can do to conserve energy. If you are a homeowner ask how the Weatherization Program might help you reduce your energy consumption.
- ◆ You have the right to appeal the EAP process or the decision made regarding the amount of EAP benefit that you are found eligible to receive.