Your Appeal Rights and Right to Timely Processing of Your Energy Assistance Program Application

You have the right to request an appeal if your Energy Assistance Program (EAP) application is not acted upon in a timely manner once it has been received by the Local Service Provider (LSP) administering EAP in your area. In order to request an appeal for an EAP application not acted upon in a timely manner, please submit a written request for a review of your case along with all relevant facts to:

<div align="center">

Eddy Riou
South Central Community Action Program
1500 W. 15th St.
Bloomington, IN 47404

</div>

You will receive an official written response to your appeal within fourteen (14) business days of receipt. The written response will include instructions for a second appeal if you are not satisfied with the response.

Please note that an LSP has **10 days** to determine eligibility of an EAP application when an in-person appointment takes place, and **55 days** to determine eligibility of an EAP application when the application is delivered by other means, including but not limited to drop-off, mail, fax, e-mail, an electronic portal, or by proxy. **When a heating crisis situation exists** (defined as when a utility disconnection notice has been received, utility has already been disconnected, propane or fuel oil at or below 25% of a tank, or within 10 days of running out of other bulk deliverable fuel), LSPs must provide a mitigating action within **48 hours**. In cases where a **life-threatening crisis situation** exists (defined as when a utility is already disconnected or bulk fuel heating source is already disconnected and there is a documented medical need in the household with an extreme safety concern), LSPs must provide a mitigating action within **18 hours**. A mitigating action may or may not necessarily include determining eligibility of an EAP application within this time frame.

If an EAP application is denied for any reason, you have a right to submit another application, with updated supporting documentation, 55 days after your previous application submission.