



Enclosed is the 2025-2026 Energy Assistance Program (EAP) application. Instructions for applying are on Pages 3 and 4. **Use ONLY the forms that apply to you.** If you need additional forms, please email eap@insccap.org or contact your local SCCAP office to request them. Phone numbers are listed at the bottom of the page.

EAP begins November 1, 2025. We can't help with disconnects or crisis until after that date. If you need help before the program starts, contact your utility provider to discuss options, your local trustee for assistance, or 2-1-1 for resources.

Your application must be complete before we can help you. Send your **completed** application to your local SCCAP office- you can mail it, drop it off, or scan and email it to eap@insccap.org. Please make sure all pages are clear and complete.

The last day to apply for the 2025-2026 Energy Assistance Program is April 20, 2026, at 5pm EST. We cannot accept an application after that.

We have 55 days to process your application. If you have questions, email eap@insccap.org or call your local SCCAP office at the number listed below.

If you are in crisis or move (change addresses) after you apply but before we process your application, please contact SCCAP right away.

Use the QR code below to visit our SCCAP website for information about the program. Starting October 1, 2025, you can find a link there to apply online for EAP. **If you apply online, you must upload your paperwork with your online application.**

Follow SCCAP on Facebook (facebook.com/insccap) for any updates about the program as they become available.



Monroe County
1500 W. 15th St.
Bloomington, IN 47404
812-339-3447
Fax: 812-668-2110

Brown County
746 Memorial Dr.
Nashville, IN 47448
812-988-6636
Fax: 812-988-8586

Morgan County
159 W. Morgan St.
Martinsville, IN 46151
765-342-1518
Fax: 765-342-3460

Owen County
205 E. Morgan St. Suite D
Spencer, IN 47460
812-829-2279
Fax: 812-829-2505



www.insccap.org

All SCCAP services are provided without regard to race, age, color, religion, sex, gender identity, gender expression, genetic information, sexual orientation, marital status, disability, national origin, ancestry or status as a veteran.

PY 2026 Indiana Energy Assistance Program Application INSTRUCTIONS

- **Please note that Indiana's Energy Assistance Program provides a one-time benefit payment.** This is **not** recurring monthly assistance and is not designed to cover all of your utility costs for a year.
- If you are currently scheduled for disconnection or already disconnected on any utility, or if you are running low or out of bulk heating fuel, check the box to inform the agency you are in crisis.
- If anybody in your household has a life-threatening medical condition that require home utility service for treatment, check the box to inform the agency.
- Identify anybody in the household who may be an employee/staff member, board member, or subcontractor of the agency you are applying with, or who is related to any of these roles.
- Please complete the application form **in its entirety**, including fields with yes/no options.

Part I: Contact Information

- **Please fill in all information completely**, including the full name and last four digits of SSN for the person completing the application for the household. If you do not fully complete the information or provide good methods of contact, it may delay application processing or denial of your application.
- If you do not have an alternate mailing address from your home address, please leave that field blank.

Part II: Home and Utility Information

- Please complete all fields completely.
- Please submit your **current** electricity and heating bills or account statements with your application.

Part III: Income and Benefits

- Please complete all fields, indicating **all** forms of income received by any member of the household in the past three months.
- Please submit **current** documentation of income along with your application.
- If anybody in your household has **paid** child support in the past three months, submit proof of payments.

Part IV: Household Members and Demographics

- **Please include yourself as household member number 1.**
- **You must list all persons residing at the address of application as of the date of application.**
- You must complete **all fields** for **all individuals**. Failure to complete demographic information will delay your application processing as the local service provider will need to contact you to gather this information. We require full Social Security Numbers for all members of the household.
- **If there are more than eight persons in your household you will require an attachment to list the other members.** Please contact your local service provider for the attachment and check the box to notify the intake processing your application that there are more than four people present.
- Please use the codes provided to identify race, ethnicity, and Military status for each household member.

Part V: Certification


- **Failure to sign and date the certification statement will invalidate your application.**

Submitting your application

- Please submit your application to the local service provider administering EAP for your county, not to IHcDA.
- If you do not know who your local service provider is, you may identify them by dialing 2-1-1 or by visiting <http://eap.ihcda.in.gov>. It should also be listed on the front of the application.
- Please submit the following documents with your application (photocopies are acceptable):
 1. **Current** documentation of income for all household members age 18 or over. This may include:
 - Employment/wages
 - **Most recent** paystub
 - Request for Earnings information form – contact Local Service Provider
 - Social Security/SSI/VA benefits
 - Most recent **complete** award letter (may be downloaded from online)
 - **Complete** bank statement
 - Pension/retirement
 - Award letter
 - Self-Employment
 - Most recent Form 1040 tax return, with all appropriate self-employment schedules.
 - Unemployment Benefits
 - Completed release of information form for DWD.
 - **Full** print-out of your most current Uplink statement.
 - Alimony/spousal support/Worker's Compensation/Private disability
 - Any documentation of payments received.
 - Odd Jobs/irregular income/No Income
 - Completed Undocumented Income Verification – contact Local Service Provider
 - If you have any questions about acceptable documentation, contact your local service provider.
 2. **Current, complete bills** for your electric, heating, and water/wastewater utilities.
 - If you heat with bulk deliverable fuel, provide most recent delivery receipt.
 - If utilities are included in your rent, please provide completed Tenant Verification Statement.
 - Please ensure you are providing the **full and complete** billing statement!
- Depending on household circumstances, additional documentation may be required. Please contact your local service provider with any additional questions.

Indiana Energy Assistance Program Application

Program Year 2026

 <p>South Central Community Action Program 1500 W. 15th Street Bloomington, IN, 47404 812-339-3447 www.insccap.org Email: eap@insccap.org</p>	<div style="text-align: right; font-weight: bold; font-size: small;">For Provider/Agency Use Only</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Date received: _____</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Application number: _____</div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> <input type="checkbox"/> Mail-In <input type="checkbox"/> Appointment <input type="checkbox"/> Outreach/Home Visit/Other </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> Household is disconnected or out of fuel: <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> Household has d/c notice or less than 25% fuel: <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> Household heat source is inoperable: <input type="checkbox"/> Yes <input type="checkbox"/> No </div>
<p>If your utility has been disconnected or is scheduled for disconnection, or if you are low or out of a prepaid, bulk deliverable fuel, contact your local service provider listed above to request a crisis appointment. If you need other emergency options, please call 2-1-1.</p> <p><input type="checkbox"/> Check here if your electric or heating utility is disconnected or scheduled for disconnection, or you are low or out of bulk heating fuel or prepaid electricity.</p> <p><input type="checkbox"/> Check here if any household member has a life-threatening medical condition that requires home utility service for treatment.</p>	
<p>Is <u>any person</u> in this household affiliated with the above-named agency as: an employee or staff member, volunteer, board member, or subcontractor, <u>or</u> related to any employee, staff member, volunteer, board member, or subcontractor? Relatives include parent, child, grandparent, grandchild, sibling, spouse, aunt, uncle, niece, nephew, parent-in-law, child-in-law, sibling-in-law, grandparent-in-law, or grandchild-in-law.</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes (please identify member and relationship): _____</p>	
Part I: Contact Information	
Applicant Name _____	<div style="display: flex; border-bottom: 1px solid black;"> <div style="flex: 1; font-size: x-small;">Last four digits of SSN</div> <div style="flex: 1; font-size: x-small;">County</div> </div> <div style="display: flex; border-bottom: 1px solid black; font-size: x-small;"> <div style="flex: 1;">XXX-XX-</div> <div style="flex: 1;"></div> </div>
Physical Address (Including Apartment/Lot/Trailer Number, if applicable) _____	<div style="display: flex; border-bottom: 1px solid black; font-size: x-small;"> <div style="flex: 1;">City</div> <div style="flex: 1;">State</div> <div style="flex: 1;">Zip</div> </div> <div style="display: flex; border-bottom: 1px solid black; font-size: x-small;"> <div style="flex: 1;"></div> <div style="flex: 1; text-align: center;">IN</div> <div style="flex: 1;"></div> </div>
<p>If you have a PO box or an alternate mailing address, please list it below. Otherwise, please leave blank.</p> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>	
<p>Please provide <u>at least one</u> form of contact information. Failure to provide accurate contact information may delay application processing. It is your responsibility to monitor your e-mail, postal mail, voicemail, and SMS/MMS for messages concerning your application and to reply in a timely manner. Failure to respond in a timely manner to requests for additional information or documentation will result in the denial of your application.</p>	
Telephone number _____	<div style="display: flex; border-bottom: 1px solid black; font-size: x-small;"> <div style="flex: 1;"> Mobile phone carrier - check box to opt of text notification <input type="checkbox"/> </div> <div style="flex: 1;"> E-mail Address - check box if you would not like to receive e-mail notification <input type="checkbox"/> </div> </div> <div style="display: flex; border-bottom: 1px solid black; font-size: x-small;"> <div style="flex: 1;"> <input type="checkbox"/> Landline <input type="checkbox"/> Mobile </div> <div style="flex: 1;"></div> </div>
Part II: Home and Utility Information	
Home Type (Please check one) <input type="checkbox"/> Site-built single family house <input type="checkbox"/> Multi-unit 2-4 units (duplex, triplex, quadplex, townhouse, condo) <input type="checkbox"/> Mobile home <input type="checkbox"/> Multi-unit 5 or more units (apartment, condo) <input type="checkbox"/> Other: _____	Utilities and Payment Electricity Vendor: _____ <input type="checkbox"/> Included in rent Heating Vendor: _____ <input type="checkbox"/> Included in rent
Home Ownership (Please check one) <input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Other: _____	
Primary Heating Source (please check one) <input type="checkbox"/> Furnace/Heat Pump <input type="checkbox"/> Baseboard/Wall Unit <input type="checkbox"/> Wood Stove <input type="checkbox"/> Other: _____	Primary Heating Fuel (please check one) <div style="display: flex; justify-content: space-between; font-size: x-small;"> <input type="checkbox"/> Electric <input type="checkbox"/> Natural Gas <input type="checkbox"/> Fuel Oil <input type="checkbox"/> Wood/Pellets </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> <input type="checkbox"/> Propane <input type="checkbox"/> Other: _____ </div>
Is it working? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have a secondary heating source installed? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe: _____
<p>The Weatherization program provides physical alterations to your home to improve energy efficiency and reduce the utility bills of eligible Hoosiers. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Would your Household be interested in a referral to the Weatherization program?</p>	
Part III: Income and Benefits	
<p>Please indicate <u>all</u> types of income received by any member of the household in the <u>past three months</u>. Check all that apply.</p> <div style="display: flex; justify-content: space-between; font-size: x-small;"> <div style="width: 48%;"> <input type="checkbox"/> Employment/wages (include current paystub with YTD gross) <input type="checkbox"/> Social Security Retirement/ Disability/SSI (include current award letter or bank statement) <input type="checkbox"/> VA Disability/Pension (include current award letter or bank statement) <input type="checkbox"/> Self-Employment (include most recent full 1040 tax return) <input type="checkbox"/> Unemployment Benefits (include current Uplink statement or complete DWD release) </div> <div style="width: 48%;"> <input type="checkbox"/> Pension/Retirement (include award letter, bank statement or pay stub) <input type="checkbox"/> Odd jobs/irregular income (include completed Income Verification Affidavit) <input type="checkbox"/> No income (include completed Income Verification Affidavit) <input type="checkbox"/> Other: _____ (contact agency for guidance on) </div> </div>	
Does any member of the household receive any of the assistance types listed below? Check all that apply. <div style="display: flex; justify-content: space-between; font-size: x-small;"> <input type="checkbox"/> SNAP (Food Stamps) <input type="checkbox"/> SSI (Supplemental Security Income) </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> <input type="checkbox"/> TANF (Temporary Assistance for Needy Families) </div>	Has anybody in the household paid child support in the past three months? <input type="checkbox"/> No <input type="checkbox"/> Yes (please submit proof of payments)

Please complete and sign page 2 - Application is not valid without signature and date.
 Use blue or black ink only and be sure to fully complete all fields. Failure to fully complete application may delay processing.

Part IV: Household Members											
List all people residing in household, including yourself. Check here and attach additional sheet if more than eight people are in household: <input type="checkbox"/>											
	Last Name and Suffix	First Name	M.I.	Full Social Security Number	Citizen or Qualified Alien?	Date of Birth	Sex	Disabled?	Race	Ethnicity	Military Status
									Please use codes listed below		
Applicant					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
2					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
3					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
4					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
5					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
6					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
7					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
8					<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Race Codes					Ethnicity Codes			Military Status Codes			
A - Asian; B - Black or African American; I - American Indian or Alaska Native; P - Native Hawaiian or other Pacific Islander; W - White; M - Multi-race; O - Other					H - Hispanic, Latino, or Spanish origins; N - Not Hispanic, Latino, or Spanish origins			A - Active-duty military V - Veteran N - No affiliation			
Part V: Certification											
<p>Disclaimer: I certify under the penalties for perjury and fraud that the information, upon reasonable investigation, provided in this application is correct and true to the best of my knowledge and belief. I understand that I may be required to verify these statements and hereby give my consent to the State of Indiana, including the Indiana Housing and Community Development Authority (the "State of Indiana"), and the agency from which I am requesting assistance to contact any necessary persons to verify these statements. I certify that I am an adult residing in this household and listed on this application, or have a legal power of attorney for an adult residing in this household and listed on this application. I certify that I am currently a resident of Indiana, I have been a resident of Indiana for at least thirty (30) days, and I am an applicant for the Energy Assistance and/or Weatherization Assistance Program(s) (the "Program"). I certify that all members of my household are United States citizens, United States nationals, or qualified non-citizens under 8 U.S.C §1641(b) and are eligible to receive federal taxpayer-funded benefits except as identified in this application. I acknowledge any services or materials provided to my household will be a gift without consideration or payment by me. I give permission to the State of Indiana and the agency from which I am requesting assistance to obtain information from my energy supplier, including about my energy usage and payment history. I understand that the State of Indiana may use information provided on this form for purposes of research, evaluation and analysis. I also understand that the State of Indiana may use information provided on this form to see if I qualify for any other assistance programs. I hereby release the State of Indiana, the Local Service Provider, or other entity from any liability whatsoever resulting from delivery of these activities. I have received no expressed or implied warranties concerning my receipt of these services. I also acknowledge that if I fail to comply with the Program, misrepresent or fail to disclose any information requested in this application, or if I am signing or submitting this application or any supporting documentation without the legal authority to do so, I may become ineligible from receiving Energy Assistance and/or Weatherization Assistance and may be required to repay any assistance and/or benefits that the household has received based on any such noncompliance, misrepresentation, or omission. I understand that I am solely responsible for providing my correct contact information to the State of Indiana or the agency from which I am requesting assistance and for checking my voicemail, e-mail, SMS/MMS messages, or physical mailbox for communication and notifications regarding the Program.</p> <p>Energy Assistance Program benefits are provided without regard to race, color, national origin, religion, sex, disability, age, ancestry, familial status, or status as a veteran.</p> <p>Fraud Warning: 18 U.S.C. 1001 provides, among other things, that whoever knowingly and willingly makes or uses a document or writing containing any false, fictitious, or fraudulent statement or entry in any matter within the jurisdiction of any department or agency of the United States shall be fined or imprisoned or both in accordance with federal law.</p>											
Signature of applicant (required)							Date (required)				

Agency Referral Form

South Central Community Action Program has a mission to provide opportunities for low-income individuals and families to achieve personal and economic independence. In an effort to achieve this mission, we offer a variety of programs within our agency. Please initial next to any programs that you would like additional information about. Program information will be sent out with your notification letter after applying for the Energy Assistance Program. Please notice the first 4 programs listed are available in Brown, Monroe, Morgan, and Owen counties, while the rest are available only to Monroe County residents.

☐


Weatherization is an energy conservation program which increases the energy efficiency of a home, as well as health and safety conditions for its occupants.

☐


Housing Choice Vouchers provides vouchers for low-income households to find their own rental units within U.S. Housing and Urban Development's (HUD) guidelines. We provide vouchers in Brown, Monroe, Morgan, Owen, Clay, and Greene counties.

☐


Covering Kids and Families covers health insurance needs by helping someone to understand, obtain, and maintain health insurance.

☐


Growing Opportunities is SCCAP's family enrichment program, which provides case work, emergency funds, debt relief opportunities, and family development programming that addresses; financial empowerment, climate resilience, reduction of energy needs. We currently have funds to address alleviating medical debt, childcare arrears, past due property taxes, rental deposits, late fees, and medically specific diets.

Programs below are offered ONLY in Monroe County

☐


Head Start & Early Head Start promotes the school readiness of children from low-income families in Monroe County. We support comprehensive child development by providing education, healthcare, and family well-being services.

☐


Thriving Connections is a multi-generational community building model that gathers diverse people who cultivate intentional relationships across economic class by creating a safe harbor to focus on achieving financial, emotional, mental, physical, social, and spiritual growth.

☐


City of Bloomington Utilities Water & Trash Program is available to eligible CBU customers to get assistance paying their water bill and/or obtaining trash services.

Signature

Date

My signature above confirms that I release and agree to hold harmless SCCAP and its directors, employees, attorneys, agents, insurers, and representatives (collectively, "Releasees") from any and all claims, liability, expenses, costs and damages (including attorney's fees) that I may incur, directly or indirectly, as a result of SCCAP's or any other entity's collection, receipt, possession, processing, use, dissemination, disclosure, transfer, or publication of (or as a result of any decisions made by any entity based on) any information about me or my dependents that I provide in connection with any application or request for services, benefits, or participation in the Energy Assistance Program or any other above-listed program.



SCCAP Customer Satisfaction Survey

SCCAP relies on your feedback to continue improving our services. Your feedback is important to us. We appreciate you taking the time to complete this survey.

How did you hear about us?

- ☐ Family/Friend ☐ Local Church ☐ Internet/Website ☐ Facebook ☐ 211
☐ United Way ☐ Newspaper ☐ Social Service Agency ☐ Trustee's Office
☐ I have used SCCAP services before ☐ Other (please specify): _____

Is this your first visit to SCCAP?

- ☐ Yes ☐ No

What county do you live in?

- ☐ Brown ☐ Owen ☐ Monroe ☐ Morgan

What was the purpose of your visit?

- ☐ Apply for help with utility bills ☐ Housing Appointment ☐ Growing Opportunities appt
☐ Sign up for Head Start/ Early Head Start ☐ Apply for weatherization
☐ Other (please explain): _____

What SCCAP services have you used before?

- ☐ Housing Choice Voucher (Section 8) ☐ Head Start/ Early Head Start ☐ Affordable Housing
☐ Weatherization Assistance Program ☐ Energy Assistance Program ☐ CKF
☐ Thriving Connections ☐ Growing Opportunities ☐ None of these

Please rank the following aspects of your visit/contact with SCCAP:

The office was easy to find, well-marked, and convenient.

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not applicable

I was served in a timely manner.

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not applicable

Staff was courteous and helpful.

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not applicable

My need or reason for phone call or visit to SCCAP was taken care of.

- ☐ Yes ☐ No- I did not qualify ☐ I need to provide additional documentation
☐ No- SCCAP does not offer the service I need

If you answered "No" above, what service did you need? _____

If SCCAP could not meet my need(s), I was referred to other provider(s).

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not applicable

Staff offered information about other SCCAP services.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

Since participating in SCCAP services, do you feel you are:

☐ More self-supporting ☐ Less self-supporting ☐ No Change ☐ Prefer not to answer

Overall, how do you rate the quality of services we provide?

☐ Excellent ☐ Good ☐ Adequate ☐ Poor ☐ Unacceptable

What barriers did you have when accessing services?

☐ Language/Interpreter needed ☐ Disabled/Physical limitations ☐ Transportation Issue ☐ None

☐ Other (please explain): _____

What type of transportation do you most often use?

☐ Ride Share services (Uber, Lyft, etc) ☐ Taxi/Cab ☐ City Transit/Bus ☐ Rural Transit

☐ Personal Vehicle ☐ I do not have access to or use any of these transportation options.

☐ Other (please explain): _____

Would you be interested in sharing your story? If yes, please provide your contact details.

☐ Yes ☐ No

Name/Email or Phone Number: _____

Please provide any other feedback you have for our agency:

Privacy Notice and Your Rights and Responsibilities

Privacy Act Provisions: Federal laws require us to tell you about your rights and responsibilities before we collect and use information about you that is classified as private or confidential. This form provides you with important information that complies with the federal Privacy Act of 1974, 5 U.S.C. § 552a(e)(3).

Please read this *Privacy Notice* carefully before completing and signing the *Indiana Energy Assistance Program application*, and keep this *Privacy Notice* in your records for future use. This *Privacy Notice* applies to the Energy Assistance Program (EAP) and the Weatherization Assistance Program (WAP).

Why do we collect the information on the application?

We will use your information to research, evaluate and administer the EAP and WAP programs. We need the information:

- To know you from other individuals.
- To see if you qualify for assistance.
- To allow us to get federal or state funds for the assistance you receive.
- To meet federal or state reporting requirements.

Do you have to give us the information?

You have the right to not give us the information we ask for.

What happens if you give or do not give us the information?

If you give us the information requested on the application, your application will be processed. If you do not give us that information:

- Your application will not be processed.
- You might not receive services.
- You might not receive help with energy bills.
- Your services might be delayed.

We will keep whatever information you give us, whether or not your application is approved.

Who may see this information?

The following persons may receive information contained in your application if: (i) they need access to the application information to do their jobs in connection with the EAP and WAP, or (ii) they are otherwise authorized by federal or state law to receive it, or (iii) they use the information for reports, to measure outcomes, and for referrals and eligibility purposes:

- Local Energy Programs Service Providers under contract with IHCD.
- Program auditors as required or permitted by Office of Management and Budget (OMB) circulars.
- United States Departments of Health and Human Services and Energy.
- Persons so authorized pursuant to court order or subpoena.
- Your energy companies for affordability and Energy Programs.
- United States Social Security Administration.
- Other agencies or entities as allowed by federal or state law.

Why do we collect Social Security Numbers?

We use Social Security Numbers in the administration of the EAP and WAP to assure eligible applicants and their household members receive only allowable benefits. Federal law allows us to require you to disclose your Social Security Number in order to process your application and to prevent, detect and correct fraud and abuse. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i).

Why do we ask for information about your race?

This information is compiled and recorded for statistical purposes only and is included on our federally mandated reporting. The program does not discriminate for reasons of race or ethnic background, color, national origin, religion, sex, disability, age, ancestry, familial status, or status as a veteran.

Appeal Rights

You have the right to appeal the determination of your eligibility if you do not agree with any aspect of it. All appeals of eligibility determination must be submitted in writing or through the online portal at <http://eap.ihcda.in.gov>. All eligibility determination letters include appeal instructions on them. Appeals must be submitted within thirty (30) days of eligibility determination.

You also have the right to appeal an agency not taking timely action on your application. Please be advised of the current guidelines set for determination of your application:

- Most applications should be processed and have eligibility determined within **fifty-five (55) days of receipt of your application**.
- Crisis applications (applications for which a metered utility has been issued a disconnection notice or already disconnected, or a bulk deliverable fuel is within ten (10) days of being depleted or already depleted, or in which biofuel is within 21 days of funds being depleted or already depleted or prepaid metered energy is within 10 days of being depleted) should be addressed in a way that offers mitigation of the crisis within **forty-eight (48) hours of the LSP being made aware of the crisis**.
- Life-threatening crisis applications (applications for which metered utility service is shut off and/or the deliverable bulk fuel is completely out **and** the household either: (1) qualifies as a vulnerable population household, (2) has a documented medical need with an extreme safety concern, or (3) requires a deliverable fuel tank safety inspection) should be addressed in a way that offers mitigation of the crisis within **eighteen (18) hours of the LSP being made aware of the crisis**.

Considering these timelines, if you feel your application is not being addressed in a timely manner, you may appeal by sending a written communication to the Local Service Provider. You may obtain the Local Service Provider's information by going to <http://eap.ihcda.in.gov>. You may also reach out to IHCD, who will forward your appeal to the Local Service Provider to address. IHCD may be reached at:

Indiana Housing and Community Development Authority

30 S Meridian Street

Suite 900

Indianapolis, IN 46204

Attn: Energy Assistance Program

e-mail: eap@ihcda.in.gov

Someone from the Local Service Provider will respond to your appeal.