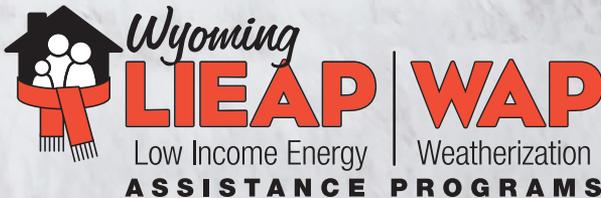


# Need help paying your winter heating bills?

**You may qualify  
for assistance through  
Wyoming LIEAP**



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MORE INFORMATION INSIDE

# WHAT IS LIEAP?

Administered by the Wyoming Department of Family Services (DFS), the Low-Income Energy Assistance Program (LIEAP) helps low- and fixed-income families and individuals pay their heating bills during the winter months. This federally-funded program gives priority to households that include elderly (60+), disabled and/or young children (5 and under). Seasonal LIEAP benefits are applied to a household's main heat source—more specifically, the cost of the fuel\* used to heat the home, not the cost of the power source needed to turn on the furnace.

\*Fuel is categorized as either **regulated:**

	
ELECTRIC	NATURAL GAS

Or **unregulated:**

				
COAL	PROPANE	WOOD	PELLETS	OIL

# WHO IS ELIGIBLE?

LIEAP eligibility is based on household size, gross income and heating source. Benefits are available to homeowners and renters. Required documentation provided by the applicant includes gross income for all adult members in the house; identification for all members in the house; and proof that the applicant is responsible for paying primary heating costs. (See page 7 FAQ.)

# HOW TO APPLY.

 Visit <a href="http://www.lieapwyo.org">www.lieapwyo.org</a>	 Call <b>1-800-246-4221</b> to request an application.
 Applications are available at senior centers, utility/fuel companies, weatherization agencies and DFS offices throughout the state.	 Households that applied for LIEAP benefits for the previous season will be mailed an application in August.

# WHAT NOW? WHEN TO APPLY.



Benefits for unregulated fuels are applied beginning October 1, and benefits for regulated fuels are applied beginning November. 1. **Get your application in early, as they are reviewed and processed in the order in which they are received.**

Be sure to read all mail from LIEAP/WAP—you will be notified when your application is received, if additional documents are required, and ultimately if your benefit application has been accepted or denied.

# WEATHERIZATION ASSISTANCE PROGRAM



Approved LIEAP applicants are automatically considered for the Weatherization Assistance Program (WAP). WAP helps households save money on home heating costs by improving energy efficiency.

- Once approved for LIEAP, a weatherization agency may contact the applicant to schedule a comprehensive energy audit of the home.
- A notice of approval doesn't guarantee a household will receive WAP assistance that year as services are based on a priority point system.
- WAP applications are accepted year round.

# SPECIAL SITUATIONS

Once approved for LIEAP seasonal benefits, you are also eligible for an additional, one-time benefit for a heating-related circumstance that may arise. This is known as a Special Situation. **See page 6 for more information.**

# THE LIEAP APPLICATION REVIEW AND PAYMENT PROCESS



## FILL OUT APPLICATION

Your application can be completed online at the LIEAP Wyoming website: [www.lieapwyo.org](http://www.lieapwyo.org), submitted by email, faxed or mailed to the LIEAP office.

You will be notified by mail when your application is received **AND** of it's status.



## STATUS: DENIED

A letter will be sent by mail notifying you as to the reason for the denial of LIEAP benefits (e.g. income exceeds guidelines; failed to provide information; etc.).

LIEAP income guidelines change annually and your household situation may change as well, so be sure to apply for LIEAP benefits next season.

REVIEW



## STATUS: PENDING

More information is needed from you to determine eligibility. A request will be sent to you by mail for the documentation required to fully process your application.

Requested documentation, including forms, can be found on the LIEAP Wyoming website: [www.lieapwyo.org](http://www.lieapwyo.org). They can be submitted by mail, email, fax or can also be uploaded with the Kofax Mobile Capture iOS/Android app.

REVIEW



## STATUS: APPROVED

A letter will be sent by mail advising of your acceptance into the LIEAP Program for the season, and showing the maximum amount of seasonal benefit you have been approved for.

Your fuel supplier will submit your fuel bills directly to the LIEAP office. LIEAP will facilitate payment to the fuel supplier within a week of receiving the bill.

A letter will be sent by mail when your LIEAP seasonal benefits have been exhausted. You will be responsible for future fuel payments.

## NOTES:

With your approved status, you are automatically considered for the **Weatherization Assistance Program**. See page 3 for details.

You also qualify for an additional **Special Situation** benefit. See page 6 for details.

# SPECIAL SITUATIONS

Once approved for LIEAP seasonal benefits, you're eligible for an additional, **one-time benefit** for a heating-related circumstance that may arise. This is known as a Special Situation, and may include:

- Utility deposits
- Disconnect/Shutoff notices
- Outstanding fuel bills
- Less than 25% fuel
- Propane tank sets
- Heat system broken



## > SPECIAL SITUATION REQUEST

**The LIEAP application includes a section for Special Situations.**

If assistance is needed after applying, you must call the LIEAP office to make a request. In some cases you'll need to provide additional documentation.

## > SPECIAL SITUATION CONSIDERATION

Consideration for Special Situations are dependent on your household's circumstances. For example:

If you are out or have less than 25% remaining of your primary heating source (propane, heating oil, wood or coal) you may request a one-time fuel fill, after using your seasonal benefit. However, if you would like assistance with your overdue electric bill, you must choose between a one-time fuel fill or overdue bill assistance.

If your Special Situation includes a disconnect or shutoff notice, your overdue bills between the period of July 1 - October 31 will be reviewed for assistance consideration. Please send your disconnect/shutoff notice to the LIEAP Office.

A letter will be sent advising you of the status of your Special Situation request.

# FAQ

**How do I know if I'm qualified for LIEAP?** The current income guidelines are posted at [www.lieapwyo.org/incomeguidelines](http://www.lieapwyo.org/incomeguidelines). The income guidelines are also listed on page 9 of the paper application. If in doubt, we encourage you to submit an application or call 800-246-4221 for help with LIEAP-related questions.

**I live in an RV/camper.**

**Am I eligible for LIEAP?** If you provide verification that the RV or camper is permanently parked, submit the completed Self Declaration of Permanently Parked Non-Traditional Dwelling form and meet the other LIEAP eligibility criteria, you may be eligible for LIEAP.

**How do I know if my fuel supplier is a LIEAP-approved vendor?** Visit [www.lieapwyo.org/vendors](http://www.lieapwyo.org/vendors) to see if they are on the list of participating fuel suppliers.

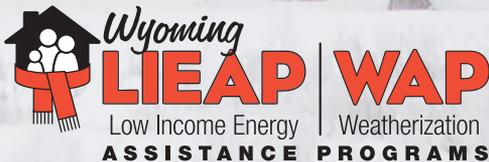
**Does LIEAP help pay for water and sewer bills?** No. LIEAP funds can only be used to assist with home energy costs and energy related special situations, such as a heat loss emergency due to a utility shutoff.

More FAQ at  
[www.lieapwyo.org/faq](http://www.lieapwyo.org/faq)

**How long will it take to process my LIEAP application?** Federal guidelines allow 45 days from the date the application is received by the LIEAP office to process a LIEAP application. You can help ensure that your application is processed in a timely manner by: making sure the application is completed fully, that all household members age 18 and older sign the application and by submitting all of the required supporting documents with your application.

**Will LIEAP pay for my entire utility bill?** Probably not. LIEAP is not meant to pay for all of your energy costs for the year, the season, or even the month. In Wyoming, your LIEAP seasonal benefit is only applied to your main heat source during the winter months. For example, if your main heat source is natural gas, your LIEAP benefit will help with your gas bill but not your electric bill. The highest benefits go to those households that have the highest home energy costs or needs, taking into account income and family size.

**Can I transfer my LIEAP benefit if I move during the season?** In most cases, LIEAP benefits are transferable, however you must contact the LIEAP office to do so. Call 800-246-4221 for assistance.



PO Box 827, Cheyenne, WY 82003-827

1-800-246-4221 • [lieapinfo@thealightteam.org](mailto:lieapinfo@thealightteam.org)

[lieapwyo.org](http://lieapwyo.org)