

If you believe you are in a heating crisis, contact your local county assistance office (CAO).

A listing of CAOs and other helpful information can be found at:

<https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

If you live in the following counties, contact your crisis contractor:

Luzerne  
(800) 822-0359

Wyoming  
(570) 836-4090



## Statewide

**Toll-Free Hotline**  
**1-866-857-7095**

**Philadelphia County**  
**Call (215) 560-1583**

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to communicate with the helpline may call PA Relay Services by dialing 711.

**Apply online at**  
**[www.compass.state.pa.us](http://www.compass.state.pa.us)**

Applications are also available at your local county assistance office.



HSEA 18 9/20

**If you need help paying your heating bills, or have a heating emergency...**

**LIHEAP**  
**May Be Able To Help You**



Important Information about an Energy Assistance Program

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(ENERGY ASSISTANCE PROGRAM) ។

Information importante sobre un programa de asistencia para el pago de energía  
Thông báo quan trọng về chương trình trợ giúp năng lượng  
معلومات مهمة حول برنامج مساعدة الطاقة  
关于能源补助计划的重要消息

Важная информация о программе помощи в оплате счетов за энерго-снабжение.



## What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it.

### To receive help...

- Apply between Nov. 2, 2020 and Apr. 9, 2021.
- You don't have to be on public assistance
- You don't need to have an unpaid heating bill
- You can either rent or own your home

## How does LIHEAP work?

LIHEAP offers both cash and crisis grants. Families may apply for:

### Cash Grants

Cash grants help families pay their heating bills. The one-time payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. (In some cases, the check may be mailed to you directly.) Cash grants range from \$200-\$1000 and are based on household size, income, and fuel type.

### Crisis Grants

Crisis grants may be available if you have an emergency situation and are in jeopardy of losing your heat. You can receive more than one Crisis grant, as necessary, during the season until the maximum benefit of \$800 is reached.

### Crisis situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15 day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

If you have a heating emergency please call your local county assistance office (CAO).

## How do I apply?

- Apply online at: [www.compass.state.pa.us](http://www.compass.state.pa.us)
- Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095 or call PA Relay at 711 for the hearing impaired.
- Applications are available at your local CAO

### To apply, you will need

- Names of people in your household
- Dates of birth for all household members
- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

## Who is eligible?

You may qualify for a LIHEAP grant if your household income meets the following income guidelines:

INCOME GUIDELINES		
2020 - 2021 LIHEAP		
Household Size	Maximum Annual Income	
1	\$ 19,140	
2	\$ 25,860	
3	\$ 32,580	
4	\$ 39,300	
5	\$ 46,020	
6	\$ 52,740	
7	\$ 59,460	
8	\$ 66,180	
9	\$ 72,900	
10	\$ 79,620	
Each Additional Person Add \$ 6,720		

After your application is processed, you will receive a written notice that will tell you if you qualify. If eligible, it will tell you the amount of your grant.