

Available Services Continued

Cooling Assistance



- Eligible households can receive help with the cost of purchasing and repairing air conditioners and other cooling devices.

Energy Cost Reduction Devices



- Installation support for demand-controlling devices, backup heating systems, and separate meters may be available for electric heating customers.

Covered Costs



- Heating fuel (oil, propane, natural gas, electricity, wood, kerosene, coal)
- Propane tank rental
- Wireless monitoring devices
- Setup or hookup charges
- Leak checks and same-day delivery fees
- Regulator replacement (for heating systems)

Non-Discrimination

In accordance with Federal law and U.S. Department of Health and Human Services policy, North Dakota Health and Human Services does not discriminate based on race, color, sex (including gender identity and sexual orientation), age, disability, national origin, religion, political beliefs or status with respect to public assistance.

Complaints may be filed with:

- A local human service zone office
- North Dakota Health and Human Services Legal Division (Bismarck, ND)
- U.S. Department of Health and Human Services, Office for Civil Rights (Washington, D.C. or Denver, Colorado offices)

Contact information is available by request.



Low Income Home Energy Assistance Program

GENERAL INFORMATION

NORTH
Dakota Be Legendary.

Health & Human Services



ABOUT LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) provides energy assistance to eligible households.

North Dakota Health and Human Services and the human service zone offices administer LIHEAP.

This brochure details services, eligibility and application information.

Who Does LIHEAP Serve?

- Households who purchase heating fuel from a dealer or utility company (fuel oil, propane, natural gas, electricity, wood, coal, kerosene).
- Households whose rent includes the cost of heat.
 - Does not include households in subsidized housing.
- Households with high heat costs due to older or poorly insulated homes.
- Households experiencing difficulty paying heating bills due to increased costs and risk of disconnection.

Who is Eligible?

- **Income:** All household income must be counted. Income limits can be found at hhs.nd.gov/liheap.
- **Allowable Deductions:** Certain expenses may reduce countable income:
 - Child care
 - Child support
 - Medical expenses
 - 27% income deduction on earned income

Application Information

Applications are accepted year-round.

How do I Apply?

Online:

applyforhelp.nd.gov

In Person:

Applications are available at your local human service zone office or Community Options office.



Need Help? A human service zone eligibility worker, Community Options outreach worker, friend or relative can assist you.

You may also call the Customer Support Center at 1.866.614.6005, 711 (TTY)

What Services are Available?

Heating



- LIHEAP pays a portion of your heating bills based on income, household information and type of heating.
- Assistance is now available year-round.
- Payment Methods:
 1. Direct vendor payments
 2. Reimbursement for paid heating bills (if eligible)
 3. Direct monthly payments for eligible renters

Weatherization



- Free weatherization services help improve energy efficiency.
- Includes sealing homes to retain heat and reduce energy loss.
- Services are provided by Community Action Agencies. Once approved for LIHEAP, visit capnd.org or call 800-726-7960 to get started.

Furnace & Chimney Cleaning



- Up to \$500 for furnace cleaning and maintenance.
- Up to \$150 for chimney cleaning.
- Benefit is provided once per eligibility period.
- Prior authorization is required.

Emergency Assistance



- Available when a household faces an immediate threat to heating or cooling.
- Includes emergency furnace repair or replacement.
- Households must complete an emergency application and meet eligibility.
- Minor repairs and supplemental heating/cooling devices may also be eligible.