

April 21, 2020

COVID-19 Frequently Asked Questions
Low Income Home Energy Assistance Program (LIHEAP)

Q1 Is a disconnect required from the utility company in order to receive emergency assistance?

No, a disconnect is not required for LIHEAP’s emergency assistance program. If a household is having trouble keeping up with their heating costs, have received a shut-off notice or been disconnected, are low on fuel or completely out of fuel they should be directed to contact the county office for assistance.

Q2 If a household’s primary heat source is a deliverable fuel source, does their fuel tank need to be empty to receive emergency assistance?

No, any household who is having trouble keeping up with their heating costs, are low on fuel, completely out of fuel, or experiencing problems securing home energy should be directed to contact the county office for assistance.

Q3 Is a bill showing a past due balance instead of a disconnect acceptable to apply for the emergency assistance?

Yes, a past due bill can be used for the LIHEAP’S emergency assistance program as long as the past due billing clearly indicates the details of the past due amount that is associated with the household’s primary heat source. The past due billing should indicate a breakdown by actual meter read date as shown below:

Meter Read Date	Type of Fuel	Total Usage	Total Bill	Amount Past Due
1/15/2020	NG	7.5 dk	\$250.00	\$180.00
2/15/2020	NG	3.5 dk	\$151.25	\$125.00
3/15/2020	NG	2.5 dk	\$97.25	<u>\$ 60.00</u>
Total Past Due:				\$365.00

Q4 Can a household receive assistance with an electric bill if electricity is not the household’s primary heat source?

LIHEAP can assist with electric bills if electricity is the household’s main source of heat. If the household has been approved for LIHEAP but electricity is not the household’s main source of heat, then the household will be referred to Energy Share through the local Community Action Agency for assistance with past due electric bills.

ECONOMIC ASSISTANCE DIVISION

Q5 Any different criteria for elderly 60 or older to receive emergency assistance?
LIHEAP's emergency assistance program does not have different criteria for elderly.

Q6 Can a required deposit be paid under LIHEAP's emergency assistance program?'
LIHEAP's emergency assistance program does not cover deposits.

Q7 Can a reconnect fee be paid under LIHEAP's emergency assistance program?
LIHEAP's emergency assistance program can help with reconnect fees.

Q8 Can emergency assistance be used to assist with a write-off balance to restore service?
LIHEAP's emergency assistance program can assist with unpaid heating costs that are incurred no more than 90 days prior to the date of request for emergency assistance so households should not delay in applying. Costs must have been incurred from the current living unit and the past due amounts must clearly be identified by meter read date.

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3/15/2020	NG	2.5 dk	\$97.25	<u>\$ 60.00</u>
Total Past Due:				\$365.00

For more information on LIHEAP, see [North Dakota's Energy Assistance](#) website at for Human Service Zone contact information as well as information on how to apply for LIHEAP.