



Our Mission

CAPNCM offers services to individuals to become self-sufficient by empowering them to obtain the resources needed to build strong families & communities.

LIHEAP

(pronounced lie-heap)

is a program designed to help low-income households pay heating and/or cooling bills.

Winter LIHEAP begins November 1st each year *IF* you or someone in your house is over 65 or currently receiving disability payments from the state. If neither of these requirements are met, Winter LIHEAP season begins December 1st. Winter LIHEAP can help with: propane, natural gas, electric, wood, wood pellets, or kerosene.

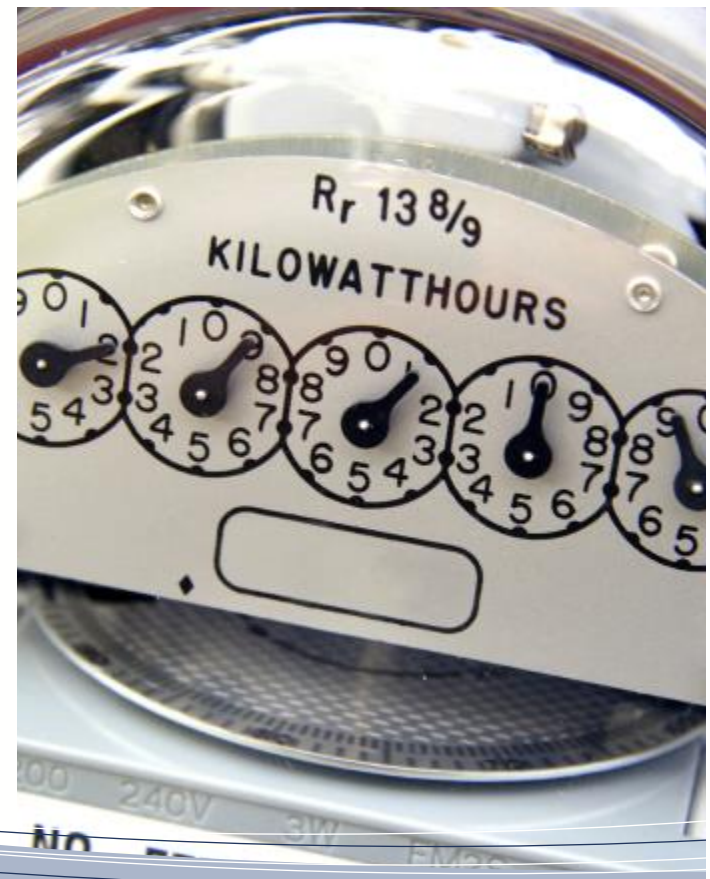
Summer LIHEAP begins June 1st each year, and can only be used towards electric accounts that are in **CURRENT** danger of disconnection.

This program does not help with water, sewer, or trash portions of the bill. Applications are not approved until all supporting documents have been received in our office.

Serving North Central Missouri

CAPNCM c/o LIHEAP
1506 Oklahoma Ave
Trenton, MO 64683

energy@capncm.org



1.855.290.8544

TDD - 1.800.735-2966
www.CAPNCM.org

Toll-Free Fax: 1.844.503.1872

Local Fax: 1.660.359.2038

Alternate Fax: 1.660.359.6619

**LIHEAP / ECIP / EA
Energy Assistance
PROGRAM**



CAPNCM
1506 Oklahoma Ave
Trenton, MO 64683
Office Hours: 8am—5pm



CAPNCM

Community Action Partnership
of North Central Missouri

Reminders / FAQ

- You **MUST** fill out a new application, every winter season, even if you have received services before.
- Social security numbers for every member of your household need to be **fully listed** on the application.
- You **MUST** fall at or below 135% of federal poverty income guidelines to qualify.
- You **MUST** turn in all requested supporting documents, even if you've had LIHEAP before. Copies of Social Security cards, income, and etc. are not kept on file from year to year. It is your responsibility to provide our office with these documents each year.
- Primary AND secondary heating sources **MUST** be listed on the application and a bill included for EACH.
- Leaving a voicemail is **VERY** important during LIHEAP season: messages should be short, to-the-point, and limited to your name, a working phone number, and a brief message. **If in doubt, hit 0 for a receptionist.**
- We are **NOT** able to contact your utility company, pledge payment, or postpone a shut-off until all paperwork is complete.
- Applications are processed in the order they are received. Staff has up to 30 days to process non-crisis cases and up to 48 hours to process crisis cases. **Please plan for this accordingly. NEVER EXPECT SAME-DAY SERVICE.**
- It is **YOUR** responsibility to contact your utility company to see if you have a remaining balance that must be paid after or before we can make a pledge. **Never assume your entire bill has been paid.** Energy Assistance funds

cannot be used to pay utility deposits, water, sewer, trash, cable, internet, or phone bills.

- **Our staff reserves the right to end any phone conversation or in-person interaction that becomes abusive**, whether verbally (yelling, cursing, name calling, etc.) or physically (invasion of space, pushing, poking, etc).

Winter assistance begins November 1st, 2017 for the elderly or disabled, and December 1st, 2017 for all other households. No funds will be available for utility assistance prior to those dates.

What Do You Need?

IF EVERYONE IN YOUR HOME RECEIVES FOOD STAMPS

- Completed and signed application.
- Copy of your heating bill(s) or a letter from the company stating you are a current customer (must show your name, address, and account number).

IF NO ONE/ONLY SOME IN YOUR HOME RECEIVE FOOD STAMPS

- Completed and signed application.
- Copy of your heating bill(s) or a letter from the company stating you are a current customer (must show your name, address, and account number).
- Copies of social security cards for EVERY member of your household who does not receive food stamps.
- Proof of income for EVERY member of your household over the age of 18 from the prior month.

IF YOUR BILL IS IN A LANDLORD'S NAME

- Documents listed above PLUS a completed **Landlord/Renter Form**.

IF YOU HEAT WITH WOOD OR WOOD PELLETS

- Documents listed above PLUS a completed **Wood Vendor Form**.

IF NO INCOME WAS EARNED IN THE HOME FOR THE PAST 30 DAYS

- Documents listed above PLUS a completed **Zero Income Form**.

ALL FORMS AVAILABLE UPON REQUEST.

Failure to provide complete documentation/application forms will result in a delay in the processing of assistance.

After You Apply

- Applications are processed in the order they are received.
- If your application is missing information or documentation, you will be mailed a "10-Day Letter" from our office. If/when you receive this letter in the mail - **do not panic. Pay attention ONLY to the highlighted portion of the form.** You are not required to complete the entire form. If the information is not provided within the time frame on the letter, your application may be denied.
- Approval and denial letters are sent to applicants as soon as possible.
- Once approved, checks are mailed from the State offices in Jefferson City to the utility company listed on the application, or, in some cases, the applicant themselves.
- **When calling our office to check on your application, leave a voice mail, and someone will call you back as soon as possible. High call volume/workload during LIHEAP season and limited staff make answering each call impossible.**

- Once approved, you may qualify to receive additional assistance if you receive a shut off notice on your account or your propane tank falls below 20%. **Shut-off Notice:** Provide our office with a copy of the notice as soon as possible. This copy can be faxed, emailed, mailed, or hand delivered by either you or your utility company. **Low Propane Tank:** Contact your propane provider and request they send our office something stating how much 200 gallons of propane costs.
- Each household can possibly receive up to \$800 of emergency help during the Winter season and up to \$300 during the Summer season.

**WE CANNOT PROVIDE
SAME DAY SERVICE!
PLEASE PLAN AHEAD!**



**More information is
available online at
www.capncm.org**