

## YOUR RIGHTS

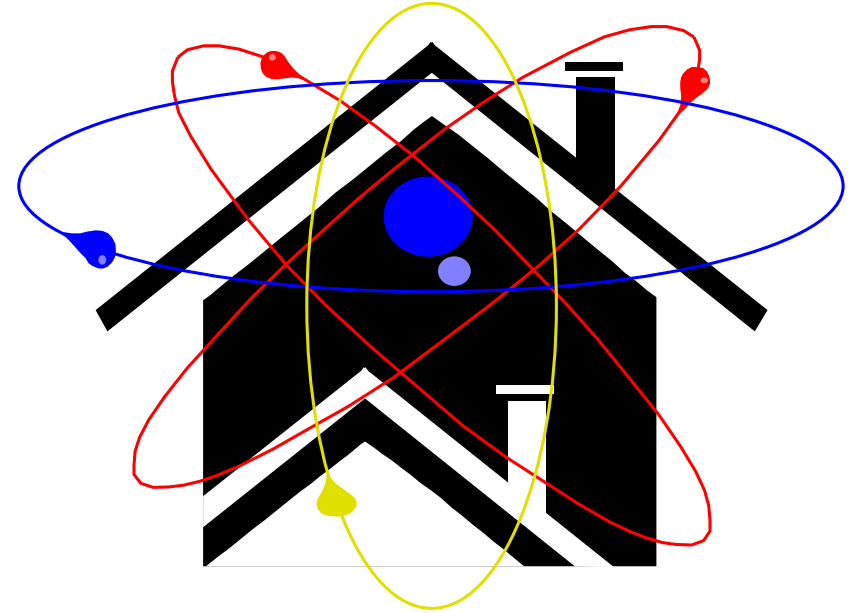
Applicants and recipients are protected against discrimination on the grounds of race, color, or national origin by Title VI of the Civil Rights Act of 1964. You may appeal such discrimination.

## FOR MORE INFORMATION

To get more information about the Low Income Energy Assistance Program or the Crisis Intervention Program, **contact the county department of social services where you live.** For the telephone number of your county department of social services, call the CARE-LINE, toll free at 1-800-662-7030 (TDD/Voice), Monday through Friday, 8:00 a.m. – 5:00 p.m.

“The N.C. Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.”

## NORTH CAROLINA'S ENERGY ASSISTANCE PROGRAMS



DEPARTMENT OF HEALTH AND HUMAN  
SERVICES  
DIVISION OF SOCIAL SERVICES  
325 N. Salisbury Street  
Raleigh, NC 27603-5905

## NORTH CAROLINA'S LOW INCOME ENERGY ASSISTANCE PROGRAM

**WHAT IS IT?** The Low Income Energy Assistance Program gives families a one-time cash payment to help pay their **heating** bills.

### WHO IS ELIGIBLE?

Families **must** meet all of the following:

1. Household **must** meet an income test.
2. Household **must** be responsible for its heating bills.
3. Household **cannot** have resources over \$2,200.
4. The household **must** include a U.S. citizen or an eligible alien.

### WHERE TO APPLY

Contact your local county department of social services where you live to find out where to apply. An elderly or disabled person who wishes to apply may call the county department of social services for assistance or send a representative to the county department of social services to apply for him. Please take the following information to apply:

1. Information about your household's income. If anyone works, take wage stubs for the **month of October**.
2. Information about your household's savings accounts or checking accounts.
3. Information about your household's property, stocks, bonds, and other assets.
4. Name, date of birth, and social security numbers of each household member.

### WHEN TO APPLY

**Applications will be taken for two weeks in November of each year. Please contact your county for application dates.** The Low Income Energy Assistance Program is **NOT** a first-come/first-served program.

**Early in February, all ELIGIBLE households receive a check in the mail.**

## CRISIS INTERVENTION PROGRAM

### WHAT IS IT?

The Crisis Intervention Program provides financial help to households that are in a **heating or cooling-related** emergency.

### WHO IS ELIGIBLE?

1. Household **must** meet an income test.
2. Household **must** be in a heating or cooling-related emergency.
3. Household **must** include a U.S. citizen or an eligible alien.

### WHERE TO APPLY

Contact the county department of social services where you live to find out where to apply.

### HEARINGS

If a household is denied payment, a hearing can be requested. To request a hearing, contact the county department of social services in person, by telephone, or in writing.

### PENALTY FOR FRAUD

Fraud is committed when a household knowingly gives incorrect or misleading information so the household will be eligible for energy assistance. The penalty for fraud is a fine and imprisonment and/or requirement to repay the money.

## UTILITIES COMMISSION MORATORIUM

If a household is served by a **regulated electric or natural gas company**, service **cannot be discontinued until** the customer receives a written notice. The household **must** be allowed to make installment payments over 6 months for past and current bills. In addition, service **cannot** be stopped from November through March for a household who:

1. Cannot pay its **utility bill**; and
2. Has a member who is **elderly** (65 years of age or older) or **disabled**; and
3. Has been certified as eligible for the **Low Income Energy Assistance Program**.