

Thank you for submitting an application for **LIHEAP** this program year.

Processing the application can take up to 30 days from when an application is reviewed and complete. If your application is *not* complete, you have a due date specified on your documentation request form- requested documents must be submitted by that date. You have 3 options for methods of submission, they are as follows:

By Mail:

Energy Assistance (LIHEAP)
100 S. Hawthorne St.
Elgin IL, 60123

By Drop-Box:

Energy Assistance (LIHEAP)
100 S. Hawthorne St
Elgin IL, 60123

(Please be aware that our DeKalb and Aurora locations do **NOT** accept drop-offs.)

By Upload:

www.IllinoisLiheap.com/status

App ID: _____

(Please be aware that if you decide to upload, we DO still need some form of signature. You can either upload photos of the signed forms we provided or you can E-Sign on this website.)

After our processing period, a determination letter is sent to notify you of our decision. You can check the status on www.illinoisliheap.com/status with your application ID and personal information.

Turn the page for a helpful FAQ!

Thank you!

Frequently Asked Questions...

- **How is my benefit paid after I am approved?**
 - We send customer payments directly to the utility. Your payment should appear on your bill as “LIHEAP Pledge”.
- **How long will it take for the utility to see the payment on my bill?**
 - After being processed, it can take anywhere from 1 to 2 billing cycles for our payment to show up on your bill.
- **When can I apply for LIHEAP again?**
 - You can receive a regular Liheap benefit once per program year. The next time you can receive a benefit will be when the new program opens, which is usually in the fall.
- **Do I need to pay my bill?**
 - Yes. We always recommend that customers make payments if they are able to, even if it is only a partial payment. Remember that it still takes up to 30 days to process an application.
- **Why does my status say pending even though I uploaded my documents?**
 - Your application *could* stay pending up to 30 days- the status will change once staff from the main office reviews your submission. We recommend that you check your status regularly after your due date has elapsed.
- **Can I just drop off my missing documents at the DeKalb or Aurora office?**
 - No. Any documents submitted to DeKalb or Aurora will be shredded. Your application files are stored in a separate secure location. To avoid lost paperwork, missing documents are ONLY accepted from the previously mentioned 3 methods.
- **What happens if I get a disconnection notice after I’ve applied?**
 - We recommend that you notify the utility that you’ve applied for LIHEAP. We also recommend contacting the utility and trying to set up some type of payment plan- our benefit amount does not change if you have a payment plan. Unfortunately, there is nothing that we can do here at LIHEAP with a disconnection *notice*.
- **What happens if I get DISCONNECTED from my utility after my appointment?**
 - As soon as you notice that you have been disconnected (NOT RECEIVED A DISCONNECTION NOTICE), please notify us at (847) 697-4400 and we will work with you to process your application as a Reconnection Assistance application.
- **What can I do if my application is denied?**
 - If your application is denied, you can call us at (847) 697-4400 and we’d be happy to help you understand our decision, and if it’s possible, work with you to overturn the denial.

YOUR RIGHTS

The Low Income Home Energy Assistance Program (LIHEAP) is designed to help income eligible households meet the rising cost of home energy.

Eligibility and the assistance level depend on:

- The household's income and number of members; and
- whether or not the household pays for its home energy costs directly or the home energy costs are included in the rent, and if rent exceeds 30% of income;
- the type of home energy fuel if the household pays directly; and
- the region in which the household is located.

Appeal Rights

You have the right of appeal to if:

- your application was not processed in a timely fashion (approximately 30 days after you submit all your information to the agency);
- you disagree with the outcome of your application; or
- you believe the payment or benefit received is incorrect.

Appeal Process

The first step in the appeal process is an informal conference at a local agency. You may request an informal conference by contacting:

Community Contacts, Inc.

1-847-697-4400

The informal conference will be held by a designated hearing officer at the Local Administering Agency. The purpose of the informal conference is to ensure that the applicant understands the outcome of the application and/or the reason for a delay

If you have completed the informal conference and still are not satisfied with the decision, you may request a state review. The Local Administering Agency will advise you on how to request a state review, the second step in the process.

The state office will review your case and advise both you and the local agency of the decision.

If you are still unsatisfied after the state review, you may request a formal hearing by a state appeals officer.

During this hearing you have the right to:

- be represented or bring to the conference a representative of your choice;
- present oral and written statements and other evidence;
- cross-examine witnesses; and/or
- bring an interpreter, if needed.

This testimony will be recorded and a written decision will be based on the record.

These are **Your Rights**. If you do not understand them, please contact your Local Administering Agency.

To report suspected Energy Assistance fraud or abuse:

DCEO Office of Community Assistance,
Attn: Fraud Unit, 500 E. Monroe St.,
Springfield, IL 62701



Beginning January 1, 2020, no alternative retail energy supplier can enter into a new contract with a LIHEAP or PIPP participant.

- Alternative energy suppliers are private companies that may try to sell you natural gas or electricity supply or services. Marketers may come to your door, call you on the phone, approach you at retail stores, or send you direct mail or electronic mail.
- Unlike a public utility, alternative energy suppliers can profit from the sale of natural gas or electricity. Alternative suppliers usually charge consumers higher prices than the regular public utility prices. Free gift cards or other incentives from suppliers generally do not offset their overall higher costs.
- The Home Energy Affordability and Transparency (HEAT) Act is a new law that protects LIHEAP and PIPP participants from the high prices charged by alternative energy suppliers. The HEAT Act became effective on January 1, 2020.

- **On or after January 1, 2020, alternative energy suppliers should not try to get current PIPP participants or anyone who has received a LIHEAP benefit within the past 12 months to sign a contract for their services.** If you currently participate and an alternative energy supplier gets you to sign a contract, your public utility will reject the enrollment. That contract is null and void. Your public utility will continue to deliver energy (gas or electricity) to your home.
- **Beginning January 1, 2020, you may cancel your contract with an alternative supplier and cannot be charged a cancellation fee.**
- **Signing up with a supplier will not affect your LIHEAP or PIPP benefits.** Those benefits will not be reduced or cut off even if you previously enrolled with an alternative retail energy supplier.
- **If you signed up with an alternative retail energy supplier prior to January 1, 2020, you will remain a customer of that supplier unless you ask the supplier to cancel your contract.** If you cancel your contract with a supplier, your public utility will begin to deliver your natural gas or electricity to your home without any disruption of service.
- **You may receive energy from an alternative supplier if your city or town has signed up for municipal aggregation, which means that your local government has negotiated one rate for all residents.** Even if your city or town has municipal aggregation, you are not obligated to participate and you may choose to opt-out of service from that alternative supplier.
- **Stay informed about alternative retail energy suppliers and be aware of misleading marketing.** If someone asks to see your utility bill, say no. Ask them to leave materials for you to review later on your own time. No alternative energy supplier is affiliated with or endorsed by your utility or the state of Illinois.

To learn more information or file a complaint:

The Illinois Attorney General's Office
www.IllinoisAttorneyGeneral.gov
Consumer Fraud Hotline: 1-800-386-5438
Spanish Hotline: 1-866-310-8398

Illinois Commerce Commission
www.icc.illinois.gov/consumer/complaint/
1-800-524-0795

Kane County Referral List

Child Care & Parenting Education

DayOneNetwork
*(CFC, developmental support) (630)-879-2277
Two Rivers Head Start (800)-847-9010
*Main Office (630)-264-1151

Clothing

YWCA Elgin Clothing Center (847)-742-7930
Redeemer Fellowship Clothes Closet (630)-584-8750
Batavia Interfaith Clothes Closet- (630)-406-0036

Counseling

Breaking Free (Addiction) (630)-897-1003
Family Service Association of Elgin (847)-695-3680
Family Counseling Service (Aurora) (630)-844-2662
Kairos Family Center-Elgin (847)-742-5717
Service, Inc. of Illinois (630)-425-2350
Renz Addiction Counseling Center
*Elgin (847)-742-3545

Disability Resources

A.I.D. *Aurora (630)-966-4000
*Elgin (847)-931-6200
Ecker Center for Mental Health (847)-695-0484
Easter Seals (847)-742-3264
Fox River Valley Center for Independent Living
(847)-695-5818
Valley Sheltered Workshop (630)-879-2359

Education & Employment Assistance

Elgin Community College (847)-697-1000
Literacy Connection (847)-742-6565
Literacy Volunteers (630)-584-2811
Waubensee Community College (630)-466-7900

Energy Assistance

Community Contacts/LIHEAP (847)-697-4400

Food Pantries

Aurora Area Interfaith Food Pantry (630)-897-2127
Batavia Interfaith Food Pantry (630)-879-3784
Holy Angels Food Pantry (630)-897-2478
All Peoples Interfaith Food Pantry (847)-741-2329

Health Care

Kane County Health Department (630)-208-3801
Aunt Martha's Health and Outreach (877)-692-8686
Visiting Nurse Association
*Aurora (630)-892-4355
*Elgin (847)-717-6455

Hispanic Assistance

Centro de Información (847)-695-9050
Family Focus (630)-844-2550

Homeless Shelters

PADS-Elgin (847)-608-9744
Hessed House-Aurora (630)-897-2156
Lazarus House-St. Charles (630)-587-2144
Wayside Cross Ministries-Elgin (847)-695-4405

Legal Services

Attorney General's Office & Consumer Protection
(800)-243-0618
Kane County State's Attorney (630)-232-3500
Prairie State Legal Services (800)-942-4612 / (630)-232-9415
Latino immigration & Legal Center (630)-897-5992

Pregnancy

Corbella Clinic Call: (847)-697-0200 / Text: (224) 268-5848
Pregnancy Information Center (630)-896-8600
National Pregnancy Hotline (800)-848-5683

Salvation Army

Aurora (630)-897-7265
Elgin (847)-741-2304
Salvation Army TriCity Corps. (630)-377-2769

Senior Centers/Elderly Care

Elderday Center, Inc. (630)-761-9750
Aurora Senior Center (630)-897-4035
Elgin Senior Center (847)-741-0404

Sexually Transmitted Diseases

Aurora Open Door (630)-264-1819
Elgin Open Door (847)-695-1093

Violence & Abuse

Illinois Department of Children & Family Services
(800)-252-2873

Youth Services

Aunt Martha's Youth Service Center (877)-692-8686
Big Brother/Big-Sister (630)-844-9090
Boys & Girls Club- Elgin (847)-608-5017
CASA Kane County (630)-232-4484

Rental Assistance

Aurora Quad County Urban League (630)-851-2203
Community Crisis Center (847)-697-2380

Other Useful Numbers-Kane County

Al-Anon		(800) 344-2666
Alateen	N. Kane	(207) 613-6763
	S. Kane	(888) 425-2666
Alcoholics Anonymous		(630) 377-6610
Aurora Housing Authority		(630) 701-9977
Bureau of Disability Determination Services		(800) 225-3607
Catholic Charities Aurora		(630) 820-3220
Catholic Charities Elgin		(847) 622-0446
Child Abuse & Neglect		(800) 25-Abuse
D.H.S. Public Aid		
	*Aurora	(630) 844-7400
	*Elgin	(847) 931-2700
	Fraud Line	(800) 252-8903
Child Support Help Line		(800) 447-4278
Department of Veterans Affairs		(800) 437-9824
Depression/Suicide Prevention		(630) 482-9696
24 hr. Hotline		(800) 273-8255
Elder Abuse Hotline		(866) 800-1409
Home Repair Assistance		(630) 375-7227
Housing Discrimination		(800) 669-9777
Illinois Department on Aging		(800) 252-8966
	*Does license plate discounts for seniors & disabled.	
Kane Co. Info.		(630) 966-9393
Social Security Administration		(800) 772-1213
Medicare Information		1 (800) 633-4227
Townships		
	*Aurora	(630) 897-8777
	*Dundee	(847) 428-8092
	*Elgin	(847) 741-2045
	*St. Charles	(630) 584-9342
	*Carpentersville	(847) 426-3439
United Way of Elgin		(847) 741-2259

Energy Savings Tips: <http://www.nrdc.org/air/energy/genenergy/easy.asp> (referral site only)

DeKalb County Referral List

Child Care/Parenting Education

Child & Family Connections # 3 (Sycamore)
(888) 297-1041 / (815) 895-0481
Children's Home & Aid Society (815) 748-0190
DeKalb 4-c (800) 848-8727
(815) 758-8149
DeKalb County Youth Services (815) 478-2010
Bureau
Head Start Program (Sycamore) (815) 758-8149

Clothing/Baby Clothing & Equip

Goodwill Vouchers (815) 756-4200
• Kids & Adult interviews
Love's Inc., Sycamore (815) 517-1928
Open Closet (DeKalb) (815) 522-3886
Open Closet (Kirkland) (815) 522-3886
We Care Pregnancy Center (815) 748-4242

Counseling

Association for Individual (815) 375-5261
Development
Family Service Agency (815) 758-8616
NIU Couple and Family Therapy (815) 753-1684
Clinic
NIU Psychological Services Center (815) 753-0591
NWM Behavioral Health Svcs (815) 748-8334
(Sycamore)
NWM Ben Gordon Center
• DeKalb (815) 756-4875
• Sandwich (815) 786-7544
• 24 Hr Hotline (866) 242-0111

Disability Resources

Dept. of Rehabilitation Services (815) 758-2471
Kishwaukee Special Recreation Assoc (KSRA)
(779) 777-7285
Lutheran Social Services of Illinois (847) 635-4600
RAMP (815) 756-3202

Education & Employment Assistance

Adult/Student Connections (Kish) (815) 825-2086
IL Worknet Center (815) 901-0177

Energy Assistance

Community Contacts (LIHEAP) (847) 697-4400

Hispanic Assistance

Centro de Informacion (Elgin) (847) 695-9050
Farmworker & Landscaper Advocacy Project
(815) 909-0362

Financial Assistance

Catholic Charities (DeKalb) (630) 820-3220
DeKalb Township (815) 758-8282
FSA- Community Action Program (815) 758-8616
IL Dept of Human Svcs. (Public Aid) (815) 895-8667
St. Vincent De Paul Society (815) 761-0430
Salvation Army of DeKalb County (815) 756-4308

Food Pantries & *Toiletry (non-food) Pantries

Feed My Sheep Food Pantry (DeKalb) (815) 758-3203
Salvation Army Food Pantry (DeKalb)(815) 756-4308
Genoa Area Food Hub (815) 761-7313
Kirkland Food Pantry (815) 522-3886
Our Sharing Food Pantry (Sandwich) (815) 498-2742
Salem Lutheran Church Food Pantry (815) 895-9171
(Sycamore)
SUMC Food Pantry (Sycamore) (815) 895-9113
SVDP Supply Closet (DeKalb)* (815) 200-4730
UUSD Welcome Essentials Pantry (815) 756-7089
(DeKalb)*

Car Seat Safety Check (CALL FIRST)

Cortland Police Department (815) 756-2558
DeKalb Police Department (815) 748-8400
Sycamore Police Department (815) 895-2123

Health Care

Crusader Clinic (Rockford Area) (815) 490-1600
DeKalb County Health Department (815) 758-6673
Tri-County Community Health (815) 753-9010
(Malta)

Legal Services

Attorney General's Office & Consumer Protection
(800) 243-0618
Prairie State Legal Services
• (800) 690-2130
• (630) 690-2130

Resource & Referral Services

R&R DeKalb County 211 or (888) 865-9903

DeKalb County Referral List

Senior Centers & Elderly Care

DeKalb Senior Center	(815) 758-4718
Elder Care Services	(815) 758-6550
Fox Valley Community Services (Sandwich)	(815) 786-9404
Meals on Wheels	(815) 758-3932

Veteran's Assistance

Veteran's Assistance Commission	(815) 756-8129
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Sexually Transmitted Diseases

DeKalb County Health Dept.	
o AIDS/HIV	(815) 748-2467
o STD	(815) 748-2420
Open Door Health Ctr (Elgin)	(630) 264-1819
Open Door Health Ctr (Aurora)	(847) 695-1093

Violence & Abuse 24 HR Hotlines

Hope of Ogle County (Rochelle)	(815) 562-8890
IL Dept of Children & Family Svcs	(800) 252-2873
Mutual Grounds, Inc. (Aurora)	
• Domestic Violence	(630) 897-0080
• Sexual Violence	(630) 897-8383
National Domestic Violence Hotline	(800) 799-7233
Safe Passage	(815) 756-5228

Youth Services

Adventure Works	(815) 517-0825
CASA	(815) 895-2052
DeKalb County Youth Services Bureau (YSB)	(815) 748-2010

Rental Assistance

St. Vincent DePaul	(815) 761-0430
Salvation Army	(815) 756-4308
Family Services Agency (CSBG)	(815) 758-7569

Homeless Shelters

Hope Haven (DeKalb)	(815) 758-5765
Hessed House (Aurora)	(630) 897-2156
Lazarus House (St. Charles)	(630) 587-2144
Wayside Cross Ministries	
o Aurora	(630) 892-4239
o Elgin	(847) 695-4405

Other Useful Information

Alcoholics Anonymous	(800) 452-7990
IL Dept. On Aging	(800) 252-8966

- Benefit Access Program- License plate sticker renewal discount for 65 yrs and up, or 16 and up with disability.
- www.illinois.gov/aging

Child Support Help Line	(800) 447-4278
Home Repair Assistance	(630) 375-7227
Habitat for Humanity	(815) 991-5341

- Home Improvements

Energy Conservation Tips:

- <https://www.nrdc.org/stories/easy-ways-save-energy-home>