



Department of Human Services (DHS)
2023/24 Low Income Home Energy Assistance Program (LIHEAP) Season

11/1/23

Important Facts for Customers

The LIHEAP Client Helpline 1-866-857-7095 is for CUSTOMERS to request an application or check its status.

- This season opens **Tuesday, November 1, 2023**, and will continue through **Friday, April 5, 2024**.
- Customers who received a LIHEAP grant last season will receive a 2023/24 LIHEAP application or COMPASS postcard in the mail before the start of the new season. These documents have a COMPASS registration number that allows only these customers to apply online before the start of the season.
- Customers who didn't receive LIHEAP last season may request an application on or after November 1st by:
 - Applying on-line at www.compass.state.pa.us (on or after November 1, 2023),
 - Contacting their local County Assistance Office (CAO) by phone or in person, or
 - Calling the **LIHEAP Client Helpline at 1-866-857-7095**.

LIHEAP Cash grants:

- A household receives only **one** regular LIHEAP Cash grant per heating season.
- 2023/24 Cash grants range from \$300 minimum to \$1,000 maximum based on region, the household's annual income, heating type and the number of people living in the home.
- A vendor must apply LIHEAP credits on a customer's account when making a Crisis delivery. If the 2023/24 season's Cash grant wasn't received **at the time of the pledge**, the vendor receives Crisis funding for the delivery.

LIHEAP Crisis grants:

- 2023/24 Crisis grants range from \$25 up to a season-maximum of \$1000.
- Eligibility is based on the existence of a heating emergency where the household is without heat or is **within 15 days** of being without heat caused by lack of fuel or utility termination.
- Customers who are on automatic delivery may receive help with LIHEAP Crisis if they contact their CAO to express a need for help with LIHEAP Crisis before an automated delivery resolves their emergency.
- All requests for a Crisis grant must be made **by the customer to a CAO**.
- Crisis grants are authorized based on the amount needed to resolve a specific emergency such as preventing termination of a utility service or the quantity of fuel needed to fill the tank one time.
- The maximum Crisis \$ available to the customer will be provided by the CAO at the time of the pledge.
- A customer who applied for a LIHEAP Cash grant does not need to submit a separate application for a Crisis grant **unless** the customer moved or a new person moved into the household.
- A customer may be eligible to receive several Crisis authorizations during the season if a heating emergency is encountered multiple times. However, the combined total may not exceed the season maximum of \$1000.

IMPORTANT:

LIHEAP customers do not automatically receive a Crisis grant as eligibility is dependent upon the existence of a heating emergency. A CAO representative must authorize every request for a Crisis delivery or pickup.

LIHEAP Crisis will not pay for a delivery that is not authorized by the CAO or if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment.

NOTE: Help with weatherization is available through a weatherization contractor. This could include help to repair broken heating equipment. Interested customers should contact their local CAO.

The LIHEAP Helpline for Customers is 1-866-857-7095