

List of Documents to Provide:

Failure to provide all required documentation will delay your assistance.

For the LIHEAP Winter Crisis Component, the following documents are required:

1. **Crisis eligibility requirements** based on your **heating source**:
(You **MUST** meet the requirement for your heating source listed below by the time of your appointment to qualify)
If utilities are included in your rent, you do not qualify for the Crisis program unless you have an eviction notice.
 - a. **Electric (Conventional)**: Past-due or Disconnect Notice
 - b. **Electric (Pre-pay)**: 10 days or less of pre-paid electric remaining
 - c. **Natural Gas**: Past-due or Final Notice
 - d. **Propane (Deliverable)**: Propane Tank at 20% or less (*bringing a 20% or less propane statement from the propane company is recommended for faster service*)
 - e. **Propane (Pick-up) / Kerosene**: No requirement for the **FIRST** assistance, but after the first visit you must bring a **zero-balance receipt each time** to show you picked up your benefit
 - f. **Coal / Wood**: No requirements
2. The most recent copy of your **electric bill** that includes your name, service address, and account number.
 - a. If you are a **Jackson Energy Cooperative** OR **Kentucky Utilities** customer, please provide your account number and we will obtain a copy of your most recent bill for you. **You do not need to request a copy of the bill from them.**
 - b. **NOTE**: If you are applying for wood, coal, propane, kerosene, or fuel oil, you will still **NEED** to bring in a copy of your most recent electric bill as well.
 - c. If the electric bill is not in the applicant's name:
 - i. It must be verified by a statement from the account holder, **and**
 - ii. Must be verified with an ID with the current address **or** an unopened piece of mail to the current address
 - d. If utilities are included in the applicant's rent, it must be verified by a lease or rent receipt.
3. **Social Security card(s)** or official documentation with social security numbers (or a permanent Resident/Green Card) for **everyone living in the household**.
4. **Proof of household income from the previous month or proof of zero income** including these examples:
 - a. Check stubs (MUST have all check stubs showing pay dates and gross income for the calendar month prior to your appointment date, and if you didn't receive a check each week, we need verification that you did not receive the maximum number of checks issued by your employer)
 - b. Current SSI/Social Security Award letter
 - c. Unemployment Check Stubs
 - d. For Zero Income: Current SNAP Benefit Letter

* Examples of items which cannot be accepted are previous LIHEAP applications, bank statements, copies of benefit checks, and 1099 tax forms. We cannot accept Medical Coverage Letters as proof of other income.

* Please note that after reviewing your documents, we may request additional information to complete your application.