

Can you help pay my water and/or waste water/sewer bill?

No. The water/sewer program ended on 4/30/23 and will not be re-instated.

Do I need to reapply for LIHEAP ever year?

Yes! Applications are accepted during the heating season, which runs from Oct. 1st - April 30th. A new application, with updated documentation and verification, is required for each new heating season. We cannot “re-use” information from a prior heating season/application.

What types of heat will my LIHEAP benefit help with?

Only your **ONE MAIN** heat source: Electric: Natural Gas: Propane: Fuel Oil: Wood/pellets

I use both electricity and wood to heat my home, can I apply for both or split my benefit?

No. LIHEAP help's with only **ONE MAIN** heat source. Benefit cannot be split between multiple heat sources or accounts.

My heating costs are included in my rent (or are not in a household member's name). Can I still apply?

Yes! Just explain how you pay your heating costs on the application. You'll also need to complete an additional form, that you can request from us in advance or we'll mail to you once we receive your application.

If I move, do I need to reapply?

Yes, no exceptions. If your physical address and/or dwelling changes, even if everything else stays the same (heat source, income, account number, etc.) you must reapply.

I have a past due/disconnect notice. Can you help?

Our Energy Share program may be able to help. You'll also need to apply for LIHEAP.

I'm almost out of credit on my Flex-pay or Pre-pay electricity meter. Can you help?

Our Energy Share program may be able to help. You'll also need to apply for LIHEAP.

How is Energy Share different than LIHEAP?

Energy Share is available all year, helps with the crisis situations listed on the application cover letter, regardless of main source of heat and doesn't have income/resources limits. LIHEAP is available Oct 1 – April 30, helps with one main heat source and has income/resource limits.

Can my electricity be disconnected in the winter?

Yes, however your vendor will usually work with you to prevent disconnection, so contact them to try and work out a payment arrangement. In Montana, electric cooperatives and propane/oil companies are not subject to the Montana Public Service Commission (MPSC) regulations. NorthWestern Energy is a regulated utility that does have to follow MPSC regulations.

My furnace (or other main heat source) stopped working. Can you help?

Maybe. If you rent, contact your landlord. If you own, you'll need to apply for LIHEAP **and** be approved for the current heating season, before any action can be taken. Make sure to clearly explain the situation on your application.

I was denied last year due to my income and/or resources, should I reapply this year?

Yes! Our income and resource limits have increased.

Do my benefits expire?

Yes. LIHEAP benefits can only be used during the heating season (Oct-Apr). After April 30th, your vendor will return any unused benefits to the state.

Why should I bother to apply for LIHEAP in March or April when the program (and winter) is almost over?

LIHEAP benefit are usually retroactive to heating charges incurred since Oct. 1st, even if you've paid those bills.

My home really needs to be weatherized, can you help with that?

All households who have been approved for the current LIHEAP heating season are put on a "priority" list to have their home weatherized and will be contacted when you've reached the top of that list. You may contact our Weatherization Department directly at 406-758-5402.

I need to have a propane or Oil tank set. Can you help pay for that?

CAPNM does not currently have any programs that help with tank sets or line placement.

My well stopped working, can you help with repairs?

CAPNM does not currently have any programs that help with well repairs.

You gave my neighbor a new refrigerator. How can I get one?

Unfortunately, our refrigerator replacement program has been discontinued.