

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

Yes, but **only if** the bill is in a household member's name **and** with a participating vendor **and** your household meets all other eligibility criteria - which are the same as LIEAP. Provide a copy of your bill with your LIEAP application. This is a new program for the 2021/22 heating season.

**Do I need to reapply for LIEAP ever year?**

Yes! Applications are accepted during the heating season, which runs from Oct. 1<sup>st</sup> - April 30<sup>th</sup>. A new application, with updated documentation, is required every new heating season.

**What types of heat will my LIEAP benefit pay for?**

Only your **1 MAIN** heat source: Electric, Natural Gas, Propane, Fuel Oil/Diesel, Wood/pellets.

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

LIEAP can help with only **1 MAIN** heat source. A LIEAP benefit cannot be split between multiple heat sources.

**My heating costs are included in my rent (or are in my landlord'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 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 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, but you'll also need to apply for LIEAP.

**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, but you'll also need to apply for LIEAP.

**How is Energy Share different than LIEAP?**

Energy Share may be able to help with the crisis situations listed on the cover letter of the Energy Share application, regardless of main source of heat or household income.

**Can my utilities be disconnected in the winter?**

Yes, but your vendor wants to work with you to prevent disconnection, so you may want to 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, a regulated utility, does have to follow MPSC regulations before disconnecting service.

**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 LIEAP & be approved for the current heating season, before any action can be taken.

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

Yes! Our income/resource limits have increased.

**Do my benefits expire?**

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

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

Your benefit is usually retroactive to heating charges incurred since Oct. 1<sup>st</sup>, 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 LIEAP heating season are put on a "priority" list to have their home weatherized. Our Weatherization department will contact you when you've reached the top of that list.

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

Unfortunately, our refrigerator replacement program has been discontinued.