

# FAQ Sheet for the Energy Assistance Program (EAP)

## **What does Energy Assistance help with?**

-EAP will make payment to the electric and heating utility of qualifying households. For the current program year, EAP may be able to provide assistance with water bills

## **Does everyone living with me have to be on the application?**

-Yes, all adults and children have to be listed on the application.

## **Is there documentation that has to be provided for an adult who has not worked outside the home in the last 3 months?**

-Yes, please complete the ***INCOME VERIFICATION FORM*** supplied with the application.

## **Can I come to any of the REAL Services offices to drop off my application and have someone check that my application and documentation is complete?**

-At this time we respectfully request that you submit your application via US Mail or email (eapapps@realservices.org).

## **Will I be denied if miss any of the required documentation?**

-EAP staff will contact you via mail/email/phone to request any missing documentation but you should follow up quickly to requests for additional info.

## **Can I submit my application online?**

-Yes, you may submit your application at <https://ihcda.rhsconnect.com/>. Please make sure to answer all questions and submit all documentation.

## **How quickly will I know if my family qualifies for EAP benefits?**

-It may take up to 55 days to process your application. The goal is to process as quickly as possible though. However, the high volume of applications makes it impossible to verify if an application has been received. You will receive notification via mail of your EAP status.

## **Can I bring my paperwork to the office and have copies made?**

-You may drop off completed applications with required documents, however, our offices will not be able to make copies for mail-in/drop off applications.

## **What should I do if I receive a disconnect notice before I hear anything from EAP?**

-Please contact our office at 574-232-6501 or 1-800-225-3367 immediately to make sure your application can be processed before the disconnect date.

**Please note that EAP applications are routinely audited. Should you receive a request from the EAP auditor we respectfully request immediate follow up! Thank you!**

