



## 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. EAP is unable to assist with water bills starting with program year 2023/24.

### **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. Please complete ALL sections that apply.

### **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?**

-Applications may be dropped off at any of our locations after November 1. However, staff may not be able to review your application. You will be notified once your application is reviewed if information is missing.

### **Will I be denied if I 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 the link listed on the REAL Services EAP page. Please make sure to answer all questions and submit all documentation. Please only mark your application 'in crisis' if you have a current disconnect notice. Please submit the current disconnect notice with your application.

### **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. Our offices may not be able to make copies for mail-in/drop off applications immediately.

### **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.

### **Are EAP payments made monthly?**

-EAP payments are not monthly, they are one time payments per program year

**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!**