



**REAL
SERVICES**



2023/24 Heating Season

In order to serve households better the Energy Assistance Program (EAP) is making mail-in applications available to all applicants.

**The actual start date for the Energy Assistance Program (EAP) is
November 1, 2023.**

You DO NOT have to wait until November 1 to submit your application!

REAL Services, Inc.
1151 S. Michigan St.
P.O. Box 1835
South Bend, IN 46634
Phone: 574.233.8205
Toll Free: 800.552.2916
Fax: 574.284.2642

Alzheimer's &
Dementia Services
922 E. Colfax Ave.
South Bend, IN 46617
Phone: 574.232.4121
Help: 888.303.0180
Fax: 574.232.4235

Weatherization
574.284.7113

Energy Assistance
574.232.6501
800.225.3367
Fax: 574.236.4891

Meals on Wheels
Nutrition Services
574.256.1649

Care Management /
Intake

Elkhart Co.
574.322.4185

Kosciusko Co.
574.269.1173

LaPorte Co.
219.324.4199

Marshall Co.
574.936.3175

St. Joseph Co.
574.284.2644
800.552.2916 (Indiana)

You may submit your application via:

- email to eapapps@realservices.org;
- online at <https://ihcda.rhsconnect.com>
- drop them off in the EAP mail box at local offices (County offices will not be staffed until November 1); or send by regular mail.

In order for the Energy Assistance Office to be able to process your application you must answer every question on the enclosed (2023/24) application and fill in all blanks. Old applications and documents cannot be accepted. You must also provide this office with copies (not originals) of all the documents requested. Incomplete applications cannot be approved.

If you have a disconnect notice:

1. With the disconnection date scheduled before November 1, please contact your utility company to make other arrangements. EAP will not be able to make any pledges (to stop the disconnection), or notify the utility companies of benefits until the program start date!
2. With the disconnection date scheduled after November 1, please return your application immediately and note that you have a disconnect notice.
3. If you receive a disconnect notice after you have submitted your application, please contact EAP with the approximate date when you returned the application.

IF YOU HAVE BEEN DISCONNECTED, please contact EAP after October 1, 2023 at 574-232-6501 or 1-800-225-3367 for further instructions. Please complete the EAP application and gather all documents and return as soon as possible as instructed. EAP will not be able to assist with getting services turned back on BEFORE NOVEMBER 1, 2023

You will be notified of the determination of your application (approved or denied).

Please be aware that it may take 6-8 weeks after the Program start date before you see any credits on your utility bills.

It is your responsibility to continue to pay your utility bills.

*** Families that are approved for EAP are protected from disconnection between December 1st and March 15th of the current heating season under a Moratorium after their utility companies have been notified. Families are still responsible for charges incurred during that time.

If you have any questions please call the Energy Assistance Office at 574-232-6501 or 1-800-225-3367