



## GAS & ELECTRIC ASSISTANCE

### Frequently Asked Questions



### What type of Gas & Electric Bill Assistance is available?

The Low-Income Home Energy Assistance Program (LIHEAP) Direct Vendor Payment (DVP) is a one-time payment to your electric and/or gas company on your behalf.

The Percentage of Income Payment Plan (PIPP) is available for LIHEAP eligible households who are customers of one of the following utilities: ComEd, Nicor Gas and Peoples Gas/North Shore Gas. Under PIPP, eligible households pay a percentage of their income; receive a monthly benefit towards their utility bill and, arrearage reductions for every on-time payment they make, if applicable. CEDA will begin taking applications for enrollment into PIPP beginning January 2021.

Other utility bill assistance available includes, Reconnection Assistance, Cash Assistance; ComEd Residential Special Hardship & Peoples Gas Share the Warmth. For homeowners, CEDA offers Furnace Repair or Replacement and Water bill Assistance (City of Chicago residents only). See more at <https://www.cedaorg.net/find-services/>

### Q. I have been dropped from PIPP and want to know if I can re-enroll into PIPP?

PIPP customers who want to remain on the program must recertify once per year. If you have been dropped you can appeal by requesting an informal conference via email at [CEDA-APPEALS@cedaorg.net](mailto:CEDA-APPEALS@cedaorg.net) or by mail to: CEDA APPEALS Unit, 567 West Lake, Ste 1200, Chicago, IL 60661.

### Q. What are the requirements for utility bill assistance program eligibility?

For all programs, you must be a resident of Cook County and meet the income guidelines. Income guidelines have been expanded so more residents are eligible for assistance. Note, some of the programs will require additional documentation. You will be informed of what is needed when you apply. For more information on all utility bill assistance programs, visit, [www.CEDAorg.net/Find-Services](http://www.CEDAorg.net/Find-Services).

### Q. How do I prove my eligibility?

Applicants will be asked to provide the following documents in order to apply for utility bill assistance:

- Social Security Cards for every household member
- Proof of 30-day gross income for every household member, 18 years and older (Wages, Social Security Benefits, TANF, AABD, Unemployment, proof of cash wages, etc.)
- Income for children who receive child support or Social Security
- Current utility bills

For additional details on eligibility requirements visit, [www.CEDAorg.net/Find-Services](http://www.CEDAorg.net/Find-Services).





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#### **Q. When can I apply for LIHEAP?**

There are no priority periods this year. All income eligible Cook County residents can apply for utility bill assistance any time between now and June 30, 2021.

#### **Q. Does my utility bill have to be listed in my name?**

No, the utility bill(s) must be in the name of an adult (18+) household member.

#### **Q. I don't have a utility bill because my heat and electric services are included in my rent. Can I still apply for LIHEAP?**

You may be eligible for cash assistance through LIHEAP if both your gas and electric bills are included in your rent. You must be able to show that BOTH utilities are included in your rent by providing a rental agreement. You must show that your rent is greater than 30% of your household's gross income. If you are determined eligible, you will receive assistance in the form of a one-time cash payment made directly to the household.

#### **Q. How do I apply for services if I do not have income?**

You are required to show proof of income for all adult (18+) members of your household. If no adult in the household has income, you can still apply for utility bill assistance. The Intake Worker will guide you through the process.

#### **Q. I applied on the Help Illinois Families website, now what do I do?**

The Help Illinois Families website is a LIHEAP pre-application. You should have received an email instructing you on how to upload your supporting documents. The email typically arrives within 72 hours of submitting your pre-application. Make sure to check your spam or junk mail if you do not see the email in your inbox.

If you are unable to upload your documents. You can mail or fax them to the LIHEAP Processing Unit:  
CEDA, LIHEAP Processing Unit, 567 West Lake, Ste 1200, Chicago, IL 60661 or  
Fax (312)795-1037.

Your application cannot be reviewed for eligibility your supporting documents are received.

#### **Q. How do I know my application was accepted and approved?**

It's important that all applicants ensure their required documents have been uploaded, faxed or mailed (see above). You can check the status of your LIHEAP application at <https://www.cedaorg.net/LIHEAPstatus>.

#### **Q. How long does it take to receive LIHEAP assistance?**

Application processing time can take up to 60 days. Households that are disconnected or in imminent disconnection status, with one or both utilities, will be given priority.





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To start your application, visit us at <https://www.cedaorg.net/find-services/gas-and-electric/>

For more information, visit us at [www.CEDAorg.net/Find-Services](http://www.CEDAorg.net/Find-Services)

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