

"There are many residents in need of heating, cooling and environmental assistance. I am so fortunate that the District Department of the Environment was here to help me."

Carman Dickerson, District Resident

Other Programs:

- Weatherization
- Education Services
- Regulatory Intervention

How to apply?

Call the Mayor's City-Wide Call Center at 311 between 8:30 am - 4:30 pm Monday through Friday to schedule an appointment.

Applications are accepted by appointment only at:

District Department of the Environment's Energy Office
2000 14th Street NW, Suite 300 East
Washington, DC 20009



Federal Income Eligibility Guidelines

Fiscal Year 2009

Household Size	Maximum Annual Income
1	\$22,330
2	\$29,201
3	\$36,072
4	\$42,943
5	\$49,814
6	\$56,685
7	\$57,973
8	\$59,261

For more information about LIHEAP, call the Mayor's Citywide Call Center at 311.

Please visit DDOE's website:
ddoe.dc.gov

Help With Your Energy Bills



DDOE
DISTRICT DEPARTMENT
OF THE ENVIRONMENT



DDOE
DISTRICT DEPARTMENT
OF THE ENVIRONMENT



What is LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) provides financial energy assistance to eligible low-income District households for gas, electricity, oil, coal, wood or propane.

LIHEAP is operated by the District Department of the Environment's Energy Office (DDOE) with funds from the DC government and the US Department of Health and Human Services.

Who is eligible? *

District of Columbia residents whose household income meets the guidelines established annually by the US Department of Health and Human Services.

Who is ineligible?

Non-profit organizations and residents who reside in shelters, rooming facilities or group homes.

How long before receiving assistance?

Customers whose heat is included in his or her rent (HIR) will receive a check within 30 business days if approved.

DDOE will electronically forward customer benefits to Washington Gas and Pepco. Other vendors: oil, coal, etc., will receive a benefit from DDOE within 30 business days.

* All applicants who are denied benefits are eligible for a fair hearing.



What is an Emergency?

Residents who have received a disconnection notice for electric or gas service, or are currently disconnected may come in without an appointment with documents that verify/prove that their service is off. Assistance is also available to residents without home heating oil.

What is needed to apply?

Residents MUST bring all of the following: Identification that shows social security number, picture ID, proof of household income, recent utility bill(s) including water, proof of age if applying for Verizon phone bill discounts, and a copy of the lease agreement and/or rent receipt if heat is included in rent.

How much money will residents receive?

Only one payment will be made on behalf of each eligible household. Assistance payments vary based on: (1) household size, (2) total household income, (3) housing type, and (4) heating source.

If eligible for LIHEAP, these services may also be available:

Residential Aid Discount (RAD)

Electricity discounts based on usage during the summer and winter months. Yearly savings are approximately \$102 to \$240.

Residential Essential Service (RES)

Discounts on natural gas rates from November through May. Savings range from \$142 to \$189.

Economy II Telephone Service (ECON II)

Senior citizens 65 years or older will be charged only \$1 per month for unlimited local calls on their basic service. Non-seniors will pay \$3 per month for unlimited calls on their basic service.

DC Water and Sewer Authority's (WASA) Customer Assistance Program

Exemption from water service charges in the amount of approximately \$84 per year is given to eligible DC WASA customers.

Once certified, a client may be eligible to participate in any or all of these programs for one year. You must re-apply each year for certification.

