



Dear Applicant:

*Below are the detailed instructions to complete an application for energy assistance under the Low Income Housing Energy Assistance Program (LIHEAP). Please use the instructions provided to assist you in filling out the application for each section, read the instructions carefully, answer every question, and gather the required documents you needed to submit with your application. If your application is not complete, it will not be processed and will be returned.*

## Application Instructions

### PAGE 1

- **Section 1 Head of Household:** Identify the name of the head of household, address, housing status and contact information. Please provide an email address (if applicable) in order for TCA to correspond with you regarding your application.
- **Section 2 Household Members profile and Income information:** For each member in the household, please complete each block using the codes provided above. Start with Head of household on the line one and then complete the information across the line. For each member in the household the information is required. ***If you are completing the form online***, the boxes for Gender, Ethnic descent (Hispanic/Latino or not), Disconnected youth (ages 14-25 not in school and not working) and Military status are selected from the drop-down box already on the form. Please use the codes within the application in order to complete this section. **(Example: Relationship to Head of Household 1=Spouse, Gender (male, female or other), Date of birth of the household member, Social Security number of the household member, Ethnic Origin (Hispanic/Latino Yes or No), Race 1-White, Health Insurance 1=Medicaid, Martial Status 1=single, Highest Education completed 1=0-8<sup>th</sup> grade, Disability, Does the household member have a diagnosed disability (Yes or No), Disconnect Youth (yes or no), Served in the Military (yes or no), Employment Work Status 1=Full Time; Household member Source of Income (list all the apply for the particular person in household) Those with income must use the document check list to attach the appropriate information needed** *Once all the household members are listed go to the next section #3.*

### PAGE 2

- **Section 3:** This information describes Household type by utilizing the Head of Household as the source. meaning **(Living alone household type= single person household, grandparent raising children =other) etc.** Only one choice is allowed.
- **Section 4:** This section provides the necessary detail to submit income information. Using the required list at the bottom in Red. Information submitted should match the documentation listed in section 2.
- **Section 5:** Please use this section to check off any non-cash benefits for the household, for example if you receive food stamps, if you have received LIHEAP in the past or if you are receiving housing assistance please check all boxes that apply to the household. Please note that if you are receiving any of the non-cash benefits, please referred to the Red Box at the bottom of the page for appropriate documentation.
- **Section 6: Does not apply**

- **Section 7:** This section is for the type of residence. (**Single house, Apartments with less than 5, apartment with more than five.**) Only one choice is allowed.
- **Section 8:** Please list your Entergy account number as well as the name on the bill and their relationship to applicant and reason for the different name.
- **Section 9:** This section is used to let us know the type of heating that you have in your home. Electric, gas or both. Only one choice is allowed.
- **Review and Sign:** Please read and review the entire application, the assurances in the middle of the page, the authorization to release your information to the funding source. **ALL application must be signed and dated.** If you have completed the application online and will print to bring in; select the print box in the middle of page 3 and physically sign all places on pages 2 and 3 that require a signature. If you are submitting electronically, the form allows you to enter your electronic signature directly on the form. Please do so prior to emailing to the office. The online form will prompt you for information to electronically sign. (**If you do not sign and date the application, your LIHEAP application will not be processed**).
- **If your application requires a Contribution Statement or a Zero Income Form you may pick up one in the office or download from the [www.tca-nola.org](http://www.tca-nola.org) website.**

### PAGE 3

- **Review and Sign the Certifications on Page 3.** These include additional certifications for the right to appeal and have a fair hearing, statement acknowledging the information that you submit is correct and not fraudulent and acknowledgement of your civil rights as related to programs at Total Community Action.

*You may bring or mail your completed applications and documents to the agency drop box at 1410 S. Jeff Davis Pkwy New Orleans LA, 70125. Alternatively, if completing online use the button on the middle of the page to either print and submit manually by dropping it off or select the SUBMIT button to have the application and documentation emailed to us. The SUBMIT button will bring up your default email program to allow you to attach the necessary documentation and the application. **You must include ALL the documentation that is requested.** The documentation must be completely legible and not altered or blurred. The online application will be submitted to [energy.assistance@tca-nola.org](mailto:energy.assistance@tca-nola.org). Completed applications may also be fax to TCA at 504-872-0350.*

### After you send your application

- TCA will review your completed application and documentation after we receive it.
- **Applications submitted with out the proper documentation will be returned and not processed.**
- TCA will send you a letter by mail or email (if provided) that tells if you qualify for LIHEAP and the benefit amount that you will receive.
- Even after you apply for Energy Assistance, continue to pay your energy bill so you don't get disconnected.

If you need assistance, please call the LIHEAP Information line at 504-875-2653