



State of Hawaii Department of Human Services  
Benefit Employment & Support Services Division  
Low-Income Home Energy Assistance Program (LIHEAP)

## Low-Income Home Energy Assistance Program (LIHEAP) Program Requirements

The **Low-Income Home Energy Assistance Program (LIHEAP)** provides heating and/or cooling assistance to needy Hawai'i households by assisting with a one-time payment toward their electric or gas bill. Households may only receive one type of LIHEAP payment per program year which runs from October 1 – September 30.

- **Energy Credit (EC)** assists needy households who are not in crisis but need assistance with bill payment for the heating and cooling of their residence. *Applications for EC are only accepted June 1-30.*
- **Energy Crisis Intervention (ECI)** assists needy households in crisis whose, electric or gas service has been or will be disconnected. *Applications for ECI are accepted year-round, but the numbers of approvals each month are limited and fill quickly.*

Submit your completed application and supporting documents to your nearest HCAP District Service Center. See below this page for a checklist of required documents.

**DO NOT SUBMIT YOUR APPLICATION OR DOCUMENTS TO DEPARTMENT OF HUMAN SERVICES OFFICES.  
DOING SO MAY CAUSE DELAYS IN PROCESSING YOUR APPLICATION.**

### Eligibility Requirements:

- Household members must be a U.S. citizen or a Lawful Permanent Resident.
- All adults must sign the application and provide a picture ID.
- All household members over one year old must provide a social security number.
- You must be a resident of the state of Hawaii and have a place of residence.
- You must be responsible for an electric bill and/or gas bill.
- Your income must be below 60% of the State Median Income (SMI).
- Households with a TANF, SSI or SNAP recipient may be eligible for an income exemption.

*Household Annual Income Limits*

HH size	Amount	HH size	Amount
1	\$33,851	8	\$89,837
2	\$44,267	9	\$91,790
3	\$54,683	10	\$93,743
4	\$65,099	11	\$95,696
5	\$75,515	12	\$97,649
6	\$85,931	13	\$99,601
7	\$87,884	14	\$101,554



If you need help paying your home energy bill... we can help!

## October 1, 2021-May 31, 2022

<http://www.hcapweb.org/low-income-home-energy-assistance-program-liheap/>

**To apply you must contact your nearest location:**

**Central**  
99-102 Kalaloa St  
Aiea, HI  
488-6834

**Leahi**  
1915 Palolo Ave.  
Honolulu, HI  
732-7755

**Windward**  
47-232 Waihee Rd.  
Kaneohe, HI  
239-5754

**Kalihi-Palama**  
1555 Haka Dr. Unit #2408  
Honolulu, HI  
847-0804

**Leeward**  
85-555 Farrington Hwy.  
Waianae, HI  
696-4261

**Applications for ECI are accepted year-round, and are done on a first come first served basis. Approvals are limited each month and fill quickly**

The Energy Crisis Intervention program (ECI) assists with up to \$1000.00 to restore power to the residence of a household whose electricity or gas has been shut off or is about to be terminated. This is a one-time payment made directly to the utility company.

### Submit ALL of the following documents to apply for Electric/Gas Energy Crisis Intervention

- FINAL DISCONNECTION NOTICE OR URGENT PAST DUE PAYMENT REMINDER AND CURRENT HECO ELECTRIC BILL OR HAWAII GAS BILL** must provide the entire bill showing usage. If applying for gas assistance, also submit your most recent electric bill.
- PROOF OF RESIDENCE** Provide a document other than utility bill that shows current address for applicant. (Phone bill, rental agreement, cable bill, etc.) Welfare recipient part of the household must also submit documented proof of current address.
- PHOTO IDENTIFICATION** All adults 18 or older in the household must provide a picture ID. (Driver's license, state ID, etc.)
- SOCIAL SECURITY NUMBERS** Provide proof of Social Security Numbers of all household members over 1 year old. (Social Security Card, legal documents with full social security number, etc.)
- PROOF OF INCOME** Provide proof of income for all household members. Provide all that apply: Last pay stubs for all jobs since January 2021; Self Employed Log/Receipts showing income/expenses for 2021; 2021 Award letters for Social Security, SSI; Pension/ Retirement, Log of Unemployment benefits received in 2021, etc.
- \* **Regardless of income, if there is at least one person in the household that receives SNAP (Food Stamps), TANF or SSI benefits and all program requirements are met, household may be eligible for an income exemption**
- PROOF OF NON-CITIZEN STATUS** If you are a non-citizen and you were born outside the US, please provide your Permanent Resident Alien Card ("Green Card").
- COMPLETED LIHEAP APPLICATION** (Enclosed) Please ensure application is completely filled out. Do not leave any questions blank. Use N/A or None where necessary or zero if no one in your household receive that type of income.
- SIGNATURE** All adults over 18 or older in the household must sign the application.
- L-3 Consent to Release** (Enclosed) Complete and sign the top portion. If the utility account is in another person's name, they must complete and sign the bottom portion of the form and provide a copy of their ID.
- L-4 Declaration of Active Utility Account** (Enclosed) Select which program and utility company you would like to apply for, and sign. ECI for Energy Crisis Intervention and HECO or GASCO.

