



# Low-Income Home Energy Assistance Program Low-Income Home Water Assistance Program



## July 3, 2023 through September 29, 2023

The Energy Crisis Intervention (ECI) and Water Crisis Intervention (WCI) programs assist households in crisis. The household's electric, gas, water or wastewater service has been or will be disconnected, and the household has been notified via a disconnection notice from the utility company.

**Applications must be submitted in person, *by appointment only*, to an HCAP District Service Center:**

### Central

99-102 Kalaloa St  
Aiea, HI  
(808) 488-6834

### Leahi

1915 Palolo Ave.  
Honolulu, HI  
(808) 732-7755

### Windward

47-232 Waihee Rd.  
Kaneohe, HI  
(808) 239-5754

### Kalihi-Palama

1555 Haka Dr. Unit #2408  
Honolulu, HI  
(808) 847-0804

### Leeward

85-555 Farrington Hwy.  
Waianae, HI  
(808) 696-4261

[www.hcapweb.org/low-income-home-energy-assistance-program-liheap/](http://www.hcapweb.org/low-income-home-energy-assistance-program-liheap/)

For LIHEAP and LIHWAP, a household is defined as any/all individuals living together at the residential service address for which the utility company bill or termination notice is submitted, regardless of relationship to each other.

### Please include ALL of the following documents when submitting your application:

- FINAL DISCONNECTION NOTICE, URGENT STATUS NOTIFICATION LETTER, FIVE-DAY SHUT OFF NOTICE.** Also submit a recent **CURRENT HECO ELECTRIC** bill (must provide the entire bill showing usage).
- PROOF OF RESIDENCE:** Provide a document other than utility bill that shows current address for applicant. (Example: phone bill, cable bill, etc.)
- PHOTO IDENTIFICATION:** Provide photo ID for all household members 18 yrs. & older.
- SOCIAL SECURITY NUMBERS:** Provide legal documents to verify Social Security Numbers of all household members over 1 year old.
- PROOF OF INCOME:** Provide proof of income for all household members. Provide all that apply: **Last pay stubs** for all jobs since January 2022; Self Employed Log/Receipts showing income/expenses for 2022; 2022 Award letters for Social Security, SSI; Pension/ Retirement, Log of Unemployment benefits received in 2022, 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, please provide your Permanent Resident Alien Card (Green Card).
- COMPLETED LIHEAP APPLICATION:** 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 receives that type of income.
- SIGNATURE:** All adults over 18 in the household must sign the application.
- L-3/L-3a Consent to Release:** Complete and sign the top portion. If your 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/L-4a Declaration of Active Utility Account:** Select which program and utility company you would like to apply for, and sign.