

Your Rights

under the
Low Income
Home
Energy
Assistance
Program

The Low Income Home Energy Assistance Program (LIHEAP) is designed to help income-eligible households meet the rising cost of home energy.

Eligibility for the LIHEAP Program depends on:

- ▲ The household's income and number of members; and
- ▲ whether or not the household pays for its home energy costs directly or the home energy costs are included in the rent, and if rent exceeds 30% of income;
- ▲ the type of home energy fuel the household pays directly; and
- ▲ the region in which the household is located.

Appeal Rights

You have the right of appeal if:

- ▲ your application was not processed in a timely fashion (approximately 30 days after you submit all your required information to the agency);
- ▲ you disagree with the outcome of your application.

Appeal Process

The first step in the appeal process is an informal conference at a local agency. You may request an informal conference by contacting:

CEFS/LIHEAP
P O Box 928
Effingham, IL 62401
217-342-2193 ext 127

The informal conference will be held by a designated hearing officer at the Local Administering Agency. The purpose of the informal conference is to ensure that the applicant understands the outcome of the application and/or the reason for delay. The applicant must request a conference within 30 days of receipt of a notice of a decision on the applicant's application.

If you have completed the informal conference and still are not satisfied with the decision, you may request a state review. The Local Administering Agency will advise you on how to request a state review, the second step in the process.

The state office will review your case and advise both you and the local agency of the decision.

If you are still unsatisfied after the state review, you may request a formal hearing by a state appeals officer. During this hearing you have the right to:

- ▲ be represented or bring to the conference a representative of your choice;
- ▲ present oral and written statements and other evidence;
- ▲ cross examine witnesses; and/or
- ▲ bring an interpreter, if needed.

This testimony will be recorded and a Written decision will be based on the record.

These are Your Rights. If you do not understand them, please contact your Local Administering Agency.

To report suspected Energy Assistance fraud or abuse: DCEO, Office of Energy Assistance, Attn: Fraud Unit, 500 E. Monroe, Springfield, IL 62701.

www.liheapillinois.com