

## Energy Assistance

Applications are available, upon specific request, on a year round basis. Appointments are not needed, unless you need assistance completing the application! If you need assistance, please contact your county office listed on the back of this brochure.



### What to bring to apply:

- ⇒ Proof of income for Household
- ⇒ A 12-month printout from all sources of heat and cooling for the past year
- ⇒ Social Security cards and date of births for all household members

Remember an application isn't complete without the above information!



We serve the following 6 counties through the Neighborhood Service Centers in the county in which you live, or you can call our main office at 423-318-6933. Contact the NSC in your county to see what all services they may offer:

### COCKE COUNTY

353 Driskill Cir., Newport  
423-623-3066

### GRAINGER COUNTY

7765 Rutledge Pike, Rutledge  
865-828-5228

### HAMBLEN COUNTY

2450 S. Cumberland St.  
Morristown

Central Services- 423-586-9431  
DCEA Main Office- 423-318-6933

### JEFFERSON COUNTY

1429 Maple Ave., Jefferson City  
865-475-4745

### MONROE COUNTY

884 Englewood Rd., Madisonville  
423-442-3769

### SEVIER COUNTY

750 Old Knoxville Hwy, Sevierville  
865-453-7131

DCEA helps with Electric, Natural Gas, Coal, Firewood, Kerosene, Oil and Propane. Please ask a DCEA Representative for a Vendor listing or call us for questions.



## Douglas-Cherokee Economic Authority Inc.

Low Income Home  
Energy Assistance Program

**LIHEAP**



The Low Income Home Energy Assistance Program is funded through the Tennessee Housing Development Agency. These services are available to all eligible recipients regardless of race, color, age, religion, disability or national origin.

**THDA Toll Free: 1-800-228-THDA**

## **Who is Eligible?**

**Anyone who is interested may complete an application. Eligible households must meet income guidelines and must provide documentation of all household income. The total gross annual income must not exceed the Federal Income Guidelines. You must also provide a printout from all energy providers of the past 12 months energy usage. The number of eligible households who receive assistance depends upon the amount of funding that Douglas-Cherokee Economic Authority receives from the Tennessee Housing Development Agency. Our fiscal year begins on July 1st and ends on June 30th each year. Applicants can only be served one time within the fiscal year with either a \$300.00, \$450.00 or \$600.00 one time payment that will be paid DIRECTLY to the Energy Vendor. The Vendor does have to be enrolled with Douglas-Cherokee Economic Authority as a valid recipient and most reputable energy vendors are already enrolled. We have a listing of home delivered fuel and wood vendors for applicants to choose from for each county.**



## **What type of assistance is available?**

### **Regular LIHEAP Assistance:**

Regular LIHEAP is Energy Assistance that is based on applications that are taken in 4 intake periods per year, those are taken in July, October, January and April. The applications are then processed and "scored" or given "points" based on each household's needs. Households are given extra points for poverty level, disabilities, children under age 6 and elderly household members. Depending on the amount of funding we have at the time of payments each quarter, the households with the highest points will be served. We serve the "neediest of the needy" and then if any money is left it is paid out through the fiscal year to the households on the "waiting list". An approved application is not a guarantee of service, it is all dependent on the funding available.

### **CRISIS/ Emergency Assistance:**

Crisis/Emergency funding is reserved for families that are in crisis and have a cut off notice or have already been cut off. The household must have a family member that is under the age of 6, disabled, age 60 or older or a household that has experienced an uncontrollable/unexpected loss of financial resources due to no fault of their own. An uncontrollable/unexpected loss of income could include a household wage earner losing employment, significant loss of work hours, unable to work due to illness with no sick leave, death of a wage earner, a wage earner leaving the household, a major household expense that is more than the energy expenses or an extremely high energy bill due to a malfunctioning heating/cooling system. These definitions all require appropriate documentation and can be further explained by our staff. The eligible applicant for Crisis would be given a voucher to provide to the Energy Vendor on the date of service.



## **What is Douglas-Cherokee Economic Authority?**

We are a non-profit agency that has several programs with the common goal of helping the low-income families in many East Tennessee counties to become self-sufficient. Our programs are unique and diverse but all focus on the needs of the communities we serve. We do everything from creating jobs, to teaching young children through Head Start, helping folks to enroll in college, working with school age children in afterschool programs, school age tutoring, school age college prep, emergency assistance with rent, medication, food, energy assistance, affordable housing, Career First, meals for Seniors delivered to their homes and commodities.

If you are interested in any of these programs, please call 423-587-4500 for more information.

**Douglas-Cherokee Economic Authority Inc.  
Low Income Home Energy Assistance Program  
Program Director- Kim Paxton 423-318-6938**