

November 28, 2011

Energy Assistance Update 2011-2012

YCAP- Energy Services Department is notifying potential energy assistance applicants of changes for application acceptance and availability of funds for the Low-Income Energy Assistance Program in December. The department implemented adjustments for the projected 50% cut in Federal Funds for the Low-Income Home Energy Assistance Program several months ago.

The following list outlines several changes that will affect your receipt of an application, response and receipt of energy assistance.

- Beginning in early December, the department will accept requests/referrals and place those on a waiting list rather than mailing out applications. Please complete the enclosed request form for Energy Assistance and return it in the enclosed envelope to YCAP. The waiting list request form is also available on YCAP's website.
- On a weekly basis, the department will select a limited number of potential applicants off the list and mail them an application packet. Applications will be numbered, logged and identify a limited time line for applicant response. Please note that applications will not be accepted after the deadline. A limited number of appointments will be made available for those seeking assistance with application completion. This process is anticipated to continue as funds are available.
- Due to staff reductions, YCAP will no longer have the capacity to accommodate walk-in requests and/or provide staff for quick review of returned applications for completeness. Applications will still be taken by YCAP's receptionist but the department encourages applicants to return applications via US mail. If the application is returned incomplete, YCAP will notify the applicant of the necessary additional documentation and deadline for submission.
- The department intends to discontinue taking requests once it reaches the estimated maximum for this year's program without further notice by mail. The department will continue to update the Energy Assistance Hotline, YCAP website, community partners and utilities of updated changes.

YCAP and the Energy Services Department are concerned with the significant cuts and the negative impact it places on households. YCAP and other agencies are continuing to advocate for additional resources to accommodate the high demand for energy assistance. It is important for households facing difficulty with energy bills to communicate with the utility directly and work out payment plans (if available) to maintain services. Additionally, YCAP has moved to a new location. Please refer to the referral request form for additional information.

Respectfully,
The Energy Services Department