

YOUR RIGHTS



Under the **Low-Income Home Energy Assistance Program, Low Income Household Water Assistance Program** and the **Illinois Home Weatherization 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 and the assistance level depend on:

- the household's income and number of members;
- 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 if the household pays directly; and
- the region in which the household is located.

Low-Income Household Water Assistance Program (LIHWAP) provides funds to assist low-income households with water and wastewater bills. Eligibility and the assistance level depend on:

- the household's income.
- whether or not the household is in crisis by being disconnected, imminent disconnection and being in arrearage of \$250 or more.

The Illinois Home Weatherization Assistance Program (IHWAP) is designed to help income eligible households conserve fuel and save money by making their homes and apartments energy efficient.

Eligibility for the Weatherization Program depends on:

- the household's income and number of members; and
- whether or not the household can show proof of home ownership, or the landlord complies with the program requirements.

Appeal Rights

You have the right of appeal to any of the programs if:

- your application was not processed in a timely fashion (approximately 30 days after you submit all your information to the agency).
- you disagree with the outcome of your application.
- or you believe the payment or benefit received is incorrect.

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 your:



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.

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 a delay. The applicant must request a conference within 30 days of receipt of a notice of a decision on the applicant's application or within 60 days if notification has not been received.

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. 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 Community Assistance, Attn: Fraud Unit, 500 E. Monroe St., Springfield, IL 62701



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF COMMUNITY ASSISTANCE