



Governor Kim Reynolds
Lt. Governor Adam Gregg
San Wong, Director

Iowa LIHEAP Program Notice PN20-08

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau Chief
Bill Brand, DCAA Administrator
Date: July 10, 2020
Re: Changes to Iowa LIHEAP Programmatic Operations Due to Covid-19

Due to COVID-19, operation of the LIHEAP program is changing to meet the needs of agencies and customers.

15.70 Emergency Cooling

Healthcare Statement

As explained in LIHEAP Program Notice PN20-07, in lieu of a written statement from a health care provider explaining that an air conditioner would be beneficial for the LIHEAP customer, a verbal declaration from the customer stating medical need will be accepted through September 30, 2020. To clarify, agencies simply need to be told there is a medical need for cooling assistance. The customer is not required to state the medical situation nor is the agency is to determine whether the medical situation is a justifiable one.

Eligible Contractors – Central Air Conditioning Units

Effective July 13, 2020, the Iowa LIHEAP program is required to use Iowa Weatherization Program approved HVAC contractors for the emergency cooling component of the crisis program when repairing or replacing a central air conditioning unit.

The provisions of Weatherization Program Notice PN 20-04 must be followed to allow an HVAC contractor to work in a home to address emergency cooling issues which require the repair/replacement of a central air conditioning unit. When a Weatherization Program approved contractor is not available, the contractor performing the work must meet the provisions of Weatherization Program Notice PN 20-04, Crew/Contractor Job Site Protocols.

Customers who have had central air conditioning repaired/replaced and wish to be reimbursed up to the expenditure limit, must present an invoice from a legitimate contractor.