



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

Iowa LIHEAP Program Notice 21-05

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau Chief
Bill Brand, DCAA Administrator
Date: May 3, 2021
Re: Sections 15.50 Emergency Reconnect, 15.60 Service Continuity, and 15.70 Emergency Cooling

Effective Dates: May 1, 2021 – September 30, 2021

The language below regarding the *Iowa Policy and Procedures Manual* Sections 15.50 Emergency Reconnect, 15.60 Service Continuity, and 15.70 Emergency Cooling supersedes LIHEAP Program Notice PN21-04.

15.50 Emergency Reconnect

Expenditure limit is increased to \$3,000 for emergency reconnection (previously \$1,000).

Households experiencing a disconnection are to receive a benefit in the amount needed to establish reconnection of service and pay arrears, up to the limit. Email the state LIHEAP office a completed Energy Crisis Expenditure Limit Waiver Request to exceed the expenditure limit.

15.60 Service Continuity

Expenditure limit is increased to \$3,000 for service continuity (previously \$1,000).

Renter-Occupied Households

Applicants at imminent risk of disconnection (a disconnect notice has been issued or missing a utility payment under an agreement will cause a disconnect notice to be issued) are to be assisted immediately with crisis funding. Approved households are to receive a benefit in the amount needed to assure continuity of service and to pay arrears, up to the limit. Email the state LIHEAP office a completed Energy Crisis Expenditure Limit Waiver Request to exceed the expenditure limit.

If renter-occupied households are not currently experiencing imminent risk of disconnection, agencies should refer customers to the IFA program for assistance with arrearages.

Owner-Occupied Households

Households with a past due bill on the day of application, or at imminent risk of disconnection (a disconnect notice has been issued or missing a utility payment under an agreement will cause a disconnect notice to be issued), are eligible for the service continuity component of the crisis program. Approved households are to receive a benefit in the amount needed to assure continuity of service and to pay arrears, up to the limit. Email the state LIHEAP office a completed Energy Crisis Expenditure Limit Waiver Request to exceed the expenditure limit.

15.70 Emergency Cooling

Expenditure limit is increased to \$400 for emergency cooling (previously \$350). Email the state LIHEAP office a completed Energy Crisis Expenditure Limit Waiver Request to exceed the expenditure limit.

Central Air Conditioning Unit

- Verbal declaration from the customer stating medical need is acceptable in lieu of a written statement from a health care provider. The customer will not be required to state the medical situation nor is the agency to determine whether the medical situation is a justifiable one.

Window Air Conditioning Unit/Portable Air Conditioning Unit/Evaporative Coolers

- Verbal declaration from the customer stating medical need is acceptable in lieu of a written statement from a health care provider. The customer will not be required to state the medical situation nor is the agency is to determine whether the medical situation is a justifiable one.