INSTRUCTIONS FOR COMPLETING 2019-2020 MINNESOTA ENERGY PROGRAMS APPLICATION

The application is used to apply for the Energy Assistance Program (EAP), the Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP). The Minnesota Energy Programs Application is available in Spanish or in large print from your Service Provider or online at http://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/

To apply for the Energy Programs, you must send to your Service Provider:

- The completed application with all questions answered and the last page signed and dated.
- A copy of proof of all income received in the last full calendar month for each household member
- A copy of your last electric bill and heating bill or receipt for delivered fuels.

Failure to provide required documents may result in delay or denial of your application.

Social Security Numbers (SSNs): SSNs are required for all applicants unless you are applying as an eligible non-citizen (for example, a permanent resident, asylee, refugee, etc.). If you do not provide verifiable social security numbers or valid immigration documentation, your application cannot be processed. If you are an eligible non-citizen, you may be able to apply without an SSN. Contact your Service Provider for information on the required documentation. If you or some member(s) of your household are ineligible non-citizens, your household may still receive assistance if any household member is a citizen or eligible non-citizen. Contact your Service Provider for details. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i). USE: The State will use SSNs in the administration of EAP to check identity, prevent duplicate participation, and determine eligibility for public benefits. Your SSN will also be used to obtain wage and unemployment compensation information from the Minnesota Department of Employment and Economic Development (DEED), verify information supplied on the application, and to prevent, detect, and correct fraud, waste, and abuse.

Non-Citizen Applicants: To get help from Minnesota Energy Programs, you must be a citizen or in the United States (US) legally. Energy Assistance benefits are not counted in public charge determinations. You can apply and get help for other eligible household members, even if you or some household members are not eligible because of immigration status. Members of your household who are eligible non-citizens and applying for help must show proof of their immigration status. Give a copy of both sides of immigration cards or other documents that show immigration status for every household member who is an eligible non-citizen and applying for help. All household members, regardless of immigration or citizenship status, must provide their income information, but only those who are citizens or eligible non-citizens will be counted as household members. Contact your Service Provider for specific information about what is required for your situation. We will not share information about you with the US Citizenship and Immigration Services (USCIS) without your permission.

PART 1. Personal Information: Fill in the Social Security Number (SSN), name, current home address, phone number, and contact information for the primary household member. Contact your Service Provider if anyone in your household is unable to provide an SSN. You may be able to use an alternative legal document number or documentation of your eligibility for public benefits.

PART 2. Household Information: Fill in all the information for everyone living in your home. ALL people living in the home are household members if they share the kitchen or other living areas in the home. Live-in care providers are not counted as household members if you have proof from a health care provider that daily medical care is required. Non-custodial parents may include their minor children as household members.

Sources of Income and Other Assistance:

- Mark (x) for all income and all money received by each household member in the last full calendar month.
- Send proof of all gross income received by all people in your household in the last full calendar month before the month you sign your application. Send copies, originals will not be returned.

Proof of Income by type:

- Wages: Check stubs or a signed, dated statement by your employer (including employer name, address and phone number) stating gross wages. EAP may use your SSN to verify wages reported to DEED by your employer. For follow up on unreported wages, please indicate the number of employers each household member had in the past 6 months.
- MFIP, DWP, GA: Statement from the county showing monthly amount or bank statements.
- **Spousal Support or Alimony:** Check copy(ies), bank deposits, or a note signed by the payer stating the amount and dates of received payments or other proof of amount received.
- Veteran's Benefits, Social Security, RSDI and SSI: Award letters, bank statements showing direct deposits, or check copy(ies).
- Workers' Compensation, Short Term and Long Term Disability: Benefit award notice, copies of workers' compensation or disability checks, workers' compensation records, or attorney's records.
- **Unemployment Compensation:** Unemployment weekly benefit printout from www.uimn.org. Click on "Log in to My Account" and log in, go to "View and Maintain My Account," then "Payment Information," and enter date range for the last 5 full calendar months. EAP may verify this income directly with DEED.
- Self Employed, Farm, and Rental Income: Contact your Service Provider for guidance on what to submit.

- Interest, Dividend: Bank statements or your IRS-1099 or IRS-1040.
- Retirement Income including IRA income: Benefit checks/stubs, bank statements or award letter.
- Pensions and Annuities: Benefit checks/stubs, bank statements or award letter.
- Tribal Bonus, Judgments or Per Capita Payments: Benefit checks/stubs, bank statements or award letter.
- **No Income:** If your household has no income and no one is self-employed, call your Service Provider for a *Verification of Income & Expenses* form.

Please send only copies of your proof of income. Originals will not be returned

PART 3. Housing Information: Check the type of housing you live in, how long you have lived there and your monthly payment. If you are a **renter**, tell us if you receive a housing subsidy, if you pay heat or electricity, and your landlord's name, phone number and address. You are a homeowner if you own, are buying your home, have a home mortgage or contract for deed.

Homeowners: If you have a furnace heating problem, we may be able to provide repair services.

Self-employed: If your residence is used for work or you rent out space in your home, complete this section.

PART 4. Heating Sources: Put "1" by the heating fuel you use the most and "2" by all other heating fuels.

- If your home is heated with more than 1 type of heating fuel, mark all boxes that apply.
- If you use electric heat as a heating source, it must provide most or all the heat to 1 or more rooms (excluding bathrooms) or provide heat to the entire home. Electric is not a heat source if only used to run the furnace fan or the thermostat.
- Enter the name of the heating and electric company providing energy to your home.
- Include the name on the account and the account number.
- Wood, corn, pellet or other biofuel users: Show how much of your heat it provides. Do you cut or grow your own wood, corn, pellets or other biofuel? Enter the number of bedrooms in your home.

PART 5. Permissions and Signature: Read the permissions carefully. An adult household member, 18 years of age and older or emancipated minor, or the minor head of a household with no adults or emancipated minors must sign the application. Any other person signing the application must be a court appointed guardian or conservator or must have a Power of Attorney (POA) to act on behalf of the household and must submit a copy along with the application. Return the application to your Service Provider. Your application must be postmarked or received on or before July 1, 2020. In addition, your application must be postmarked or received within 60 days of the date signed.

- ANY missing information may delay decisions regarding your eligibility and benefit amount.
- Your Service Provider may be able to help you pay your past due energy bills and/or arrange a monthly payment plan with your heating and/or electric company.
- Your application will be processed as quickly as possible. You will receive a letter when your application is completed.

Important Notice:

The Energy Assistance Program may provide eligible households with energy crisis assistance. Write down the name and phone number of your Service Provider and call them if:

- Your energy services are or will be shut-off,
- You are unable to get a delivery of fuel, or
- You own your home and your furnace is not working.

Weatherization Assistance Program (WAP) Income Eligibility Guidelines

You may be eligible for the Weatherization Assistance Program (WAP) even if your household's income is higher than the EAP limits. WAP provides free home energy upgrades to income-eligible homeowners and renters to help save energy and make your home a healthy and safe place to live. For income eligibility please refer the Minnesota Weatherization Assistance Program at https://mn.gov/commerce/consumers/consumer-assistance/weatherization or call **1-800-657-3710**

Cold Weather Rule Protection: If you use natural gas or electricity to heat your home or you need electricity to operate your thermostat or furnace fan, you may be eligible for Cold Weather Rule protection between October 15 and April 15.

- The Cold Weather Rule helps protect your service from disconnection or can help you get your service reconnected.
- To get Cold Weather Rule protection, you MUST contact your energy companies and make and keep a payment plan. If you miss a payment, you lose your protection and you could lose your heat.
- If you receive Energy Assistance, you pre-qualify for Cold Weather Rule protection. The Energy Assistance Program is not a payment plan and will not replace what you need to pay.
- Service Provider staff can help you make a reasonable payment plan with your energy companies.

For office use only
HH:
Referral
Rep#:
Grant amount:

Please note this fillable .pdf form is not accessible when using a screen reader program. Your local EAP service provider can help you complete your EAP application.

Please use black ink to complete your application. Do not use highlighters on the documents you send

2019-2020 MINNESOTA ENERGY PROGRAMS APPLICATION



Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information - Verify all preprinted information is correct. Enter changes as needed.

Your Social Security Number (SSN)	Social security numbers	ers (SSN) are require	ed for all household members and will be verified
·		•	m of documentation will be required
			non-citizens, your household may still receive er is a citizen or eligible non-citizen
			er is a citizen or eligible non-citizen d unemployment compensation information
Your Name:		<u> </u>	MM - DD - YYYYY
First Name		ast Name	Date of Birth
Current Home Address:			
Street	Apt #_	City	MN Zip Code
Mailing Address (if different from Home	e Address):		
Street or PO Box	Apt #	City	MN Zip Code
County: Ho	me Phone: ()		Other Phone: ()
Primary Language spoken in home:		<u></u>	
To contact me in writing, I prefer: O US N	∕Iail (letter) O Email I	Email Address:	
Authorized Representative: If you compl	lete this section, the "A	uthorized Representa	ative" has permission to act for you.
First Name	Last Name		Phone ()
If you would like the Authorized Representation	tive to get the mail on b	ehalf of you, please f	fill in the address below:

		TING WITH		Race	. Hispanic	Gender	Disability	Veteran	In the last 6 months		
			Date of Birth		ic	_ ¬	ity	ם	Non-wage		
First Name, M.I, & Last Name	Social Securit	v Number	MM/DD/YYYY		Yes/	M/F/	Yes/	Yes/	_	Wages	Number of
(required)	(requir	-	(required)			Other		No	Yes/No	_	Employers
1.		·									·
2.											
 3.											
4.											
4. 				 							
5.											
6.											
7.				ļ	 						
8.				<u> </u>	L						
	•		sary for any ad	ditio	nal l	nousel	nold r	nem	bers.		
	or African Ame		= American Inc								
P = Native Hawaiian or			W = Wh			= Mult			O = Other		
Is anyone in your household curren	ntly an employee	e <i>or</i> board m	ember of this end	ergy a	ssist	ance ag	ency?	0	Yes O No		
How many members of your house	ehold do NOT ha	ve health ins	surance?								
Has household member(s) income	e decreased in t	he past 3 mo	onths? O Yes O	No I	f yes,	whose	2				
NCOME, BENEFITS AND OTH	ER ASSISTAN	CE (Check a	all that apply f	or v	our l	nouse	hold	and	SEND PRO	OF OF	INCOME
☐ Wages	ı		tal Security Inco						Other incom		
☐ Self-Employment/Farm Income*	·	Social Secu	rity Benefits (SSD	ol, RS	DI, SS	SA)					
Date Business started: /		Retirement	: Income includin	g IRA	, etc.			No	proof of inc	come re	guired:
☐ Rental Income MM	YYYY	Pension/Ar	nuity (including	quar	terly	& annu	al)		Child Suppo		
☐ Unemployment Compensation		Tribal Per C	Capita Payments	a Payments				Monthly amount \$			
☐ Workers' Compensation		☐ Tribal Judgments or Tribal Bonus					☐ Food Support				
☐ Interest or Dividend Income ☐ Long/Short			-term Disability		☐ Earned In			come Tax Credit			
☐ Contract for Deed Interest		1 Minnesota	Family Investme	nt Pr	ograr	n (MFII	P)		No Income (Please c	all us)
Diversionary Work (DWP)		General As	sistance (GA)								
☐ Veterans' Benefits		Alimony or	Spousal Support								
						li	Ноше	hole	d incomo co	nnot be	e more tha
SEND PROOF OF ALL GROSS INCOM			nse to the COVID				ious		i ii come ca		
SEND PROOF OF ALL GROSS INCOM people in your household in the last	full calendar	outbreal	k, starting April 1	the	.	١,			me guidelir		
SEND PROOF OF ALL GROSS INCOM people in your household in the last month. Send copies, originals will no	full calendar ot be returned.	outbreal Minneso	c, starting April 1 ta Energy Assista	the ince I		am	these	inco		es for 1	month:
SEND PROOF OF ALL GROSS INCOM people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar	full calendar ot be returned. e not counted.	outbreal Minneso	k, starting April 1	the ince I		am	t hese See in	inco struct	me guidelir	nes for 1	month:
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Servi	full calendar ot be returned. e not counted.	outbreal Minneso will requ	c, starting April 1 ta Energy Assista	the ince I		am	t hese See in	inco struct	me guidelir ions for WAP old Size	nes for 1	month:
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit.	full calendar of be returned. re not counted. ce Provider for	outbreak Minneso will requ proof:	c, starting April 1 ta Energy Assista	the ince I ith of	inco	am me	t hese See in	inco struct iseho	me guidelir tions for WAP old Size	nes for 1	month: nformation) come
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed	full calendar of be returned. re not counted. ce Provider for	outbreak Minneso will requ proof:	tion Send pro	the ince I ith of	of gr	am me	t hese See in	inco struct iseho 1	me guidelir ions for WAP old Size	nes for 1	month: nformation) come \$2,253 \$2,947 \$3,641
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed include proof of income.	full calendar of be returned. The not counted. The provider for I if you do not	outbreak Minneso will requ proof: If applicat signed i	tion Send proints in the control of	the ince I ith of oof o	of gr	am me	t hese See in	inco struct useho 1 2	me guidelir ions for WAP old Size	nes for 1	month: nformation) come \$2,253 \$2,947 \$3,641 \$4,334
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed include proof of income. You must sign and date the last page o	full calendar of be returned. The not counted. The provider for I if you do not	outbreak Minneso will requ proof: If applica signed i April 202	tion Send proint income in March 202	the ince I the of	of gr	am me	t hese See in	inco struct useho 1 2	me guidelir cions for WAP old Size	nes for 1	month: nformation) come \$2,253 \$2,947 \$3,641 \$4,334 \$5,028
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed include proof of income. You must sign and date the last page of must be postmarked or received by:	full calendar of be returned. The not counted. The provider for I if you do not	outbreak Minneso will requ proof: If applicat signed it April 202 May 2020	tion Send proince income in April 2020 April 2020	the ince I the of	of gr	am me	t hese See in	inco struct useho 1 2 3	me guidelir ions for WAP old Size	nes for 1	month: nformation) come \$2,253 \$2,947 \$3,641 \$4,334
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed include proof of income.	full calendar of be returned. The not counted. The provider for I if you do not	outbreak Minneso will requ proof: If applicat signed it April 202 May 2020 June 2020	tion Send proince income in March 2020 May 2020	the ince I ince	of gr	am me	t hese See in	inco struct useho 2 3 4	me guidelir	nes for 1	month: nformation) come \$2,253 \$2,947 \$3,641 \$4,334 \$5,028
people in your household in the last month. Send copies, originals will no Wages for children in grades K-12 ar *If self-employed, contact your Serviguidance on what to submit. Your application will be delayed include proof of income. You must sign and date the last page of must be postmarked or received by:	full calendar of be returned. The not counted. The provider for I if you do not	outbreak Minneso will requ proof: If applicat signed it April 202 May 2020	tion Send proince income in March 2020 May 2020	the ince I ince	of gr	am me	t hese See in	inco structuseho 1 2 3 4 5	me guidelir	nes for 1	\$2,253 \$2,947 \$3,641 \$4,334 \$5,028 \$5,721

Part 3. Housing Information Type of Housing: Do you pay for rent or mortgage? O Yes O No If yes, amount you pay (\$): (required) O House O Apartment/Condo **Renters:** Do you get a rent subsidy or do you live in subsidized housing? O Yes O No O Townhouse Is heat included in your rent? O Yes O No Is electricity included in your rent? O Yes O No O Mobile Home Landlord's Name: Phone () O Duplex O Triplex Address: O Fourplex **Homeowners:** Do you own or are you buying your home? O Yes O No O Other If your furnace/heating system is currently **NOT** working, check this box: Call us immediately if your furnace/heating system is not working How long have you lived in your current home? **Business Use of Home:** If you are self-employed, is the business at your home? O Yes O No Years Months If Yes, what kind of business and what work is done in your home or on your property? Do you rent out part of your home to anyone? O Yes O No Part 4. Heat Sources (note: Electricity is only a heat source when used to provide heat to 1 or more rooms.) Put "1" in the box by the **heating** fuel you use the most and "2" by other heating fuels you use to heat your home. Propane/LP Oil Wood Municipal Steam Electricity Other Biofuel St. Paul Dist. Heating Natural Gas Corn What energy companies supply heat and electricity to your home? Heating No. 1 Heating No. 2 Electric **Company Name:** Name on Account: Account number: SEND A COPY OF YOUR LAST HEAT AND ELECTRIC BILLS OR FUEL RECEIPT WITH THIS APPLICATION Do you heat with wood, pellets, corn or other biofuel? O Yes O No If Yes, answer the next 3 questions 1. What percent of your heat does this supply? (use chart) (Circle the percent used last year from wood, corn, pellets, other biofuel): 2. Do you cut your wood or grow fuel corn? O Yes O No 10% 20% 30% 40% 50% | 60% | 70% | 80% | 90% | 100% 3. How many bedrooms are in your home? Use sometimes Half of the time ΑII Almost Always If you are having an energy emergency right now, check type of emergency below and send a copy of the notice from your energy company showing the amount owed: ☐ Already disconnected. Company: Disconnect Date: Amount Owed: ☐ Received disconnect notice. Company: ______ Date Scheduled: _____ Amount Owed: _____ ☐ Cannot pay past due balance. Company: Amount Owed: ☐ Fuel tank empty (or less than 20% in tank). What % is in your tank today: Amount Owed: Please contact your energy company to set up a payment plan. Do you use electricity to heat your home? O Yes O No. If yes, check the box(es) below to indicate how it is used. ☐ Furnace fan/blower only ☐ Space heaters used as needed ☐ Space heaters are the <u>only</u> source of heat for 1 or many rooms. List the room(s): ☐ Other electric heat used. Check all that apply: ☐ Baseboard Heat ☐ In Floor System ☐ Electric Furnace ☐ Heat Pump List the rooms where electric heat type above is the **only** source of heat:

Do you want to register to vote or update your registration if you have moved? O Yes O No

Would you like 30% of your energy assistance benefit paid on your electric bill? O Yes O No

Part 5. Consent and Signature for October 1, 2019 to September 30, 2020

- 1. I give my consent for my heating and electric companies to give data about my account and energy use to the Minnesota Department of Commerce (Commerce) and Commerce's contractors for the Energy Assistance Program (EAP), the Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP).
- 2. I authorize the Social Security Administration, the Minnesota Department of Human Services and its affiliated agencies, and the Minnesota Department of Employment and Economic Development to share data concerning my Social Security Number, public benefits received, and income within the last year for eligibility for benefits with Commerce and Commerce's contractors for EAP, WAP and CIP.
- 3. I authorize Minnesota EAP, WAP, and CIP to:
 - Contact my employer to verify my income.
 - If I rent, to contact my landlord to confirm my residency and/or heating source.
- 4. I authorize my EAP, WAP and CIP Service Providers to contact me for outreach and referral.
- 5. By signing, I affirm that all data in this application is correct. I also acknowledge that:
 - I currently reside in the address listed on this application.
 - I am signing on behalf of all household members.
 - I may have to prove my statements.
 - I may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.
 - I have rights under EAP, WAP, and CIP. I have received a copy of the "Privacy Notice and Your Rights and Responsibilities" and agree to its terms and conditions.
 - I may appeal local Energy Programs Service Provider decisions about my benefits.
 - I understand that filling out this application does not guarantee that my household will receive assistance.
 - I am an adult, emancipated minor, or a minor head of a household with no adults or emancipated minors.

Print Name:	
Signature:	Today's Date:

All applications must be postmarked or received by EAP on or before July 1, 2020. In addition, your application must be postmarked or received within 60 days of the date you sign it.

Funds may not last, apply early.

Privacy Notice and Your Rights and Responsibilities

Privacy Notice

<u>Privacy Act Provisions</u>: Federal and state laws require us to tell you about your rights and responsibilities before we collect and use information about you that is classified as private or confidential. This form provides you with important information that complies with the federal Privacy Act of 1974, 5 U.S.C. § 552a(e)(3) and the Minnesota Government Data Practices Act, Minn. Stat. § 13.04, subd. 2 (also referred to as a Tennessen Warning).

Please read this *Privacy Notice* carefully before completing and signing the *Minnesota Energy Programs Application*, and keep this *Privacy Notice* in your records for future use. This *Privacy Notice* applies to the Energy Assistance Program (EAP), Weatherization Assistance Program (WAP) and Conservation Improvement Program (CIP), also known as Energy Programs.

Why do we collect the information on the application?

We will use your information to research, evaluate and administer the Energy Programs. We need the information:

- To know you from other individuals.
- To see if you qualify for assistance.
- To allow us to get federal or state funds for the assistance you receive.
- To meet federal or state reporting requirements.

Do you have to give us the information?

You have the right to not give us the information we ask for.

What happens if you give or do not give us information?

If you give us the information requested on the application, your application will be processed. If you do not give us that information:

- Your application will not be processed.
- You might not receive services.
- You might not receive help with energy bills.
- Your services might be delayed.

We will keep whatever information you give us, whether or not your application is approved.

Who may see this information?

The following persons may receive information contained in your Energy Programs application if: (i) they need access to the application information to do their jobs in connection with the Energy Programs (EAP, WAP, and CIP), or (ii) they are otherwise authorized by federal or state law to receive it, or (iii) they use the information for reports, to measure outcomes, and for referrals and eligibility purposes:

- Local Energy Programs Service Providers under contract with the Minnesota Department of Commerce (Commerce).
- Community Services Block Grant and Minnesota Community Action Grant Service Providers under contract with Commerce.
- Program auditors as required or permitted by Office of Management and Budget (OMB) guidance.
- Minnesota Departments of Administration, Commerce, Employment and Economic Development, Human Services, Revenue and MN.IT Services.
- United States Departments of Health and Human Services and Energy.
- Minnesota Public Utilities Commission.
- Minnesota Legislative Auditor.
- Persons so authorized pursuant to court order or subpoena.
- Your energy companies for affordability and Energy Programs.
- Minnesota Community Action Partnership.
- United States Social Security Administration.
- Other agencies or entities as allowed by federal or state law.

Why do we collect Social Security Numbers?

We use Social Security Numbers in the administration of the Energy Programs (EAP, WAP, and CIP) to assure eligible applicants and their household members receive only allowable benefits. Federal law allows us to require you to disclose your Social Security Number in order to process your application and to prevent, detect and correct fraud and abuse. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i). All applicants (except eligible non-citizens) are required to provide a verifiable Social Security Number in order to process your application.

Why do we ask for information about your race?

This is voluntary information. It is compiled and recorded for statistical purposes only. The program cannot discriminate for reason of race or ethnic background, religion, gender, sexual orientation or political affiliation.

2020 Census

You may receive information about the 2020 Census.

Your Rights and Responsibilities

You have certain rights to get help:

You have the right:

- To apply again if you get denied.
- To apply for more help if you need it.
- To know what the rules are and how we decide what help you get.
- To receive a response within a reasonable time of submitting all information.
- To appeal within 30 days after you are sent the results of your application if:
 - > You receive a denial letter and think we used the wrong information to make the decision.
 - > You do not receive the help you were promised.

You have these responsibilities:

You must tell us if you or any member of your household:

- Received help with your energy bills earlier this winter.
- Move to a new address (tell us within 30 days of the move).
- Change your fuel dealer or gas or electric companies.

This program may pay only part of your heating and electric bills. You are responsible to pay the rest.

What if you think the information in your file is wrong?

Talk to your local EAP Service Provider about what you think is wrong in your file.

What happens if you give false information?

The local EAP Service Providers or the Minnesota Department of Commerce may check and verify any of the information contained on your application or otherwise provided. You may be denied Energy Program benefits if you provide incomplete or false information. You may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements on your application.

How to submit a complaint:

If you think your energy payment was not what it should be or you did not get the services you thought you would, you may contact the local EAP Service Provider listed on the application. If you are not satisfied with their answer, you may write an appeal letter to the local EAP Service Provider. Keep a record of their address and telephone number.

If you are not satisfied with their response to your appeal, write to:

Appeals Officer Energy Assistance Program Minnesota Department of Commerce 85 East 7th Place, Suite 280 St. Paul, MN 55101-2198

If you feel you have been treated differently because of your color, race, national origin, religion, sex, gender, age, marital status, political beliefs, or physical, mental or emotional disability, write to one of the following:

-OR-

Minnesota Department of Human Rights Grigg's Midway Building 540 Fairview Ave. N, Suite 201 St. Paul, MN 55104 https://mn.gov/mdhr/ U.S. Department of Health and Human Services Office for Civil Rights, Region V 233 North Michigan Avenue, Suite 1300 Chicago, IL 60601 www.hhs.gov/ocr/civilrights/complaints

Ask for Assistance:

If you do not understand the information in this document, call your local EAP Service Provider and ask for assistance. Their telephone number is listed on the first page of the Minnesota Energy Programs Application.

Call the local EAP Service Provider listed on the application to request the application in Spanish. Llame al Proveedor de Servicio EAP local anotado en la solicitud para pedir una solicitud en español.