

Hawai'i Home Energy Assistance Program (H-HEAP)

Hawai'i Home Energy Assistance Program (H-HEAP) provides heating and/or cooling assistance to needy households by assisting with a one-time payment toward their electric or gas bill.

H-HEAP offers two programs: Energy Crisis Intervention (ECI) and Energy Credit (EC).

Households may only receive one type of H-HEAP payment per program year which runs from October 1 – September 30.

- **Energy Credit (EC)** assists needy households who are not in crisis but need assistance with bill payment for the heating and cooling of their residence.
Applications for EC are only accepted in June.
- **Energy Crisis Intervention (ECI)** assists needy households in crisis, the electric or gas service has been or will be disconnected, and the household has been notified via a disconnection notice from the utility company.
Applications for ECI are accepted year-round, but the number of approvals each month are limited and fill quickly.

HOW TO APPLY: Submit your completed application and supporting documents to the Community Action Agency that serves your island. See the back of this page for a checklist of required documents. If your application is incomplete, required documents are not submitted, or there are questions regarding your application, processing of your application may be delayed or possibly denied.

DO NOT SUBMIT YOUR APPLICATION OR DOCUMENTS TO DEPARTMENT OF HUMAN SERVICES OFFICES. DOING SO MAY CAUSE DELAYS IN PROCESSING YOUR APPLICATION.

<p style="text-align: center;">O`AHU:</p> <p style="text-align: center;">HONOLULU COMMUNITY ACTION PROGRAM (HCAP)</p> <p><u>Central District Office</u> <u>Kalihi-Pālama District Office</u> Ph: (808) 488-6834 Ph: (808) 847-0804</p> <p><u>Lē`ahi District Office</u> <u>Leeward District Office</u> Ph: (808) 732-7755 Ph: (808) 696-4261</p> <p><u>Windward District Office</u> Ph: (808) 239-5754</p> <p style="text-align: center;">Website: http://hcapweb.org</p>	<p style="text-align: center;">MAUI:</p> <p style="text-align: center;">MAUI ECONOMIC OPPORTUNITY (MEO)</p> <p><u>MEO Maui Office</u> <u>Hana Office</u> 99 Mahalani St. Hana Library Wailuku, HI 96793 Wednesdays 8-12 by Ph: (808) 249-2970 appointment only Ph: (808) 248-8282</p> <p><u>Moloka`i Office</u> <u>Lāna`i Office</u> 380 Kolapa Pl 1144 `Ilima Ave. #102 PO Box 677 PO BOX 630068 Kaunakakai, HI 96748 Lāna`i City, HI 96763 Ph: (808) 553-3216 Ph: (808) 565-6665</p> <p style="text-align: center;">Website: http://meoinc.org</p>
<p style="text-align: center;">KAUA`I:</p> <p style="text-align: center;">KAUA`I ECONOMIC OPPORTUNITY (KEO)</p> <p><u>KEO Inc.</u> 2804 Wehe Rd. Līhu`e, HI 96766 Ph: (808) 245-4077</p>	<p style="text-align: center;">HAWAI`I:</p> <p style="text-align: center;">HAWAI`I COUNTY ECONOMIC OPPORTUNITY COUNCIL (HCEOC)</p> <p><u>Hilo Community Services Office:</u> 47 Rainbow Dr. Hilo, HI 96720 Ph: (808) 731-7009 option 1</p> <p style="text-align: center;">Website: http://hceoc.net</p>

Use this checklist to ensure you have all the documents needed to process your application.

If your application is incomplete, required documents are not submitted, or there are questions regarding your application, processing of your application may be delayed or possibly denied.

For H-HEAP, a household is defined as any/all individuals living together at the residential service address for which the utility company bill or termination notice is submitted, regardless of relationship to each other.

<input type="checkbox"/>	Signature	Signature of the primary applicant is required on the application
<input type="checkbox"/>	Identification (ID)	Primary applicant and utility account holder must provide a picture ID. (Driver's license, state ID, military ID, etc.)
<input type="checkbox"/>	Citizenship	Citizenship documents for all non-citizen household members. US citizens may be required to provide verification of citizenship, if questionable. (Birth certificate, passport, Permanent Resident Alien card, etc.)
<input type="checkbox"/>	Social Security Number (SSN)	Proof of SSN for all household members over 1 year old. (SSN card, documents with full SSN, etc.)
<input type="checkbox"/>	Proof of Residence	Rental or lease agreement, Rent Subsidy letter, other utility (such as phone, internet or cable); or if owned, mortgage or property tax assessment.
<input type="checkbox"/>	Utility Bill	Current utility bill must be the entire bill showing usage at current residential address. If applying for gas assistance, also submit your most recent electric bill. If applying for ECI, also submit your Notice of Disconnection.
<input type="checkbox"/>	Income	All sources of the household's earned and unearned income received in the month prior to application. (Paystubs, Social Security, child support, unemployment, self-employment, etc.)
<input type="checkbox"/>	L-3 Consent to Release (Enclosed)	Complete and sign the top portion. If your utility account is in another person's name (including your spouse or other household member), they must sign the form and provide a copy of their ID.

DO NOT SUBMIT YOUR APPLICATION OR DOCUMENTS TO DEPARTMENT OF HUMAN SERVICES OFFICES. DOING SO MAY CAUSE DELAYS IN PROCESSING YOUR APPLICATION.



2025

FOR OFFICIAL USE ONLY:	
H-HEAP	<input type="checkbox"/> Crisis <input type="checkbox"/> Credit
Worker: _____	Office: _____

APPLICATION FOR H-HEAP

Please complete every section and answer each question. Sign the application and the Rights and Obligations form. Failure to complete all sections and questions, sign the application and/or Rights and Obligations, or provide the requested documentation noted on the application, will delay processing your application and may result in your application being denied. PLEASE PRINT CLEARLY.

SECTION A: APPLICANT/HOUSEHOLD INFORMATION

1. Your name: (Last, First, MI)		2. Phone number:	3. Alternate phone #:
4. Residence address: (Where you live)	Apt. No	City & state	Zip code
5. Mailing address: (If different from above)	Apt. No	City & state	Zip code
6. E-mail address:		7. Preferred method of contact: <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> Mail	
8. Household Size For H-HEAP purposes, the term "household" means any individual or group of individuals who are living together as one unit for whom residential energy services are customarily purchased in common, or who make payments for those services in the form of rent. How many people are in your household? _____ Complete Attachment 1 Household Members (page 3)			
9. What is the primary language spoken in your home? _____			
10. Do you read, write, and understand English? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Some			
11. Do you need an interpreter? <input type="checkbox"/> No <input type="checkbox"/> Yes			
If yes: <input type="checkbox"/> I will provide my own interpreter. <input type="checkbox"/> I would like an interpreter provided at no charge to me. Language: _____			

SECTION B: INCOME INFORMATION

12. Is anyone in your household currently enrolled in any of the following program(s)? This information helps us determine eligibility and may help us to provide faster assistance because you have already provided information on your income and household in applying for these programs. Check all that apply:			
Program	Yes	No	Unsure
Supplemental Assistance Nutrition Program (SNAP)			
Supplemental Security Income (SSI)			
Temporary Assistance for Needy Families (TANF)			
13. Does anyone in your household receive income? Complete Attachment 2 Household Income (page 4)			



SECTION C: ENERGY SERVICE INFORMATION

14. What is your current household energy assistance need? (Check only one):
 My household energy service is on, but we need help paying future bills.
 My household energy service has been shut off due to a past due bill. Disconnection date: _____
 My household energy service is scheduled to be shut off. Disconnection date: _____
15. Does anyone in the home depend on medical devices such as oxygen, CPAP machine, life support, home dialysis, nebulizer, or refrigerated medications such as insulin? No Yes
16. Do you pay your energy bill directly to your utility company? No Yes

17. I would like assistance with my bill for (Check only one): Electric Gas

ELECTRIC: (HECO, HELCO MECO, KIUC)

GAS: (Hawaii Gas Company)

Subscriber's name: _____

Subscriber's name: _____

Residence Address: _____

Residence Address: _____

Account Number: _____

Account Number: _____

SECTION D: DWELLING INFORMATION

18. What is your current living situation? Rent Own
19. Do you receive housing assistance? No Yes If yes, what type of assistance do you receive? (Check all that apply)
 Section 8 Senior/Disabled Housing Public/County Housing HUD Other: _____
20. Rent you pay \$_____ + Housing Assistance payment \$_____ = \$_____ (total rent)
21. Do you receive a utility allowance check? No Yes How much? \$_____
22. Shelter Expenses
 Rent \$_____ Landlord or Company's Name: _____
 Landlord's Address: _____ Phone #: _____
 Mortgage \$_____
- Maintenance Fee \$_____ Does the maintenance fee include any utilities? No Yes
 If yes, which utilities? _____
- I own my home and do not pay a mortgage, but I pay property taxes.
 I do not pay rent because I live in my family or friend's home and am not charged rent.
 Name of person: _____ Relationship to you: _____ Phone #: _____
- I do not pay rent because it is included with my employment, or I am a caretaker for the property.
 Name of employer/owner: _____ Phone #: _____
- I do not pay rent/mortgage because someone else pays for it.
 Name of person: _____ Relationship to you: _____ Phone #: _____
23. Does rent/mortgage include electric/gas service? No Yes
24. Are you charged for a portion of the electric/gas bill separately from the rent/mortgage? No Yes If yes, what is your share? _____
25. Are you behind on your rent/mortgage? No Yes If yes, how much? _____



ATTACHMENT 1: HOUSEHOLD MEMBERS

Complete the following for every person in your household. For H-HEAP purposes, the term "household" means any individual or group of individuals who are living together as one unit for whom residential energy services are customarily purchased in common, or who make payments for those services in the form of rent.

Name (Last, First, Middle) (Jr., Sr., III)	Relationship to you	Date of birth	Age	Social Security Number	Citizenship			Sex M/F	Disabled	*Ethnicity	**Race
					U.S. Citizen	Perm. Res. Alien	Non-Citizen				
1	SELF										
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											

*Ethnicity Codes	**Race Codes	
HI – Hispanic, Latino or Spanish Origins NH – Not Hispanic, Latino or Spanish Origins	AI – American Indian or Alaska Native AS – Asian BL – Black or African American HA – Native Hawaiian/Pacific Islander	WH – White MR – Multi-race (two or more of the above) OT – Other

NON-CITIZEN INFORMATION

Complete this section if you are **not** a U.S. Citizen. Attach verification of immigration status. Attach an additional sheet if necessary.

Name	Birthplace	Date of entry	INS Form or Alien Registration Number



ATTACHMENT 2: HOUSEHOLD INCOME

Complete the following for every person in your household. Provide supporting documents such as paystubs, income and receipts for self-employment, benefit letters, etc. for the prior month.

Earned Income: List all employed household members. Include employment from month prior to application to present. All earnings must be verified. Attach additional sheet if necessary.

Name	Employer Name & Address Job Title	Start date MM/YY	End date MM/YY	Hours per week	Rate per hour	Gross pay per pay check	Tips per month	Pay frequency

Self-Employment Income: Money from a business, baby-sitting, out of home sales, swap meets, garage sales, car repairs, etc. List all employed household members. Include all income received in the prior month. All income and expenses must be verified.

Self Employed Person	Type of Business	Hours per week	Monthly Gross	Tips	Monthly Expenses

Unearned Income: All unearned income must be verified.

Income Type	Name	Amount	How Often Received? (monthly, weekly)
Public Assistance/Cash Benefits			
Social Security			
Supplemental Security Income (SSI)			
Unemployment Insurance			
Temporary Disability Insurance			
Veteran's Benefits			
Worker's Compensation			
Pension			
Child Support			
Alimony			
Foster Care, Adoption, or Imua Kākou			
Insurance Settlements			
Money from friends, relatives, charities, contributions, gifts			
Lump Sum (insurance settlements, retroactive payments)			
Other (Cash jobs, collecting cans, etc.)			

Does anyone expect a change in income (such as a new job, change in wages, etc.)? No Yes

Name of person	Explain change	Date of change



CERTIFICATION OF ELIGIBILITY, UNDERSTANDING & RELEASE FOR ALL HOUSEHOLD MEMBERS 18 YRS+

My signature on this application gives my permission to the Department of Human Services (DHS) or its authorized agent to: (a) check any information I give about where I live; my jobs; income; energy supply; and energy supplier/utility company; (b) share information with my energy supplier and receive information from my energy supplier to allow DHS to obtain a record of my annual energy consumption, cost, and billing information for the purpose of program evaluation, operation, or reporting.

1. I affirm that Hawaii is my legal residence.
2. I understand that I have the right to discuss any action regarding your application with the Community Action Agency or DHS.
3. I understand that I have the right to appeal any negative decision or undue delay in processing this application. An appeal must be submitted in writing within 90 days from the date of notification. I have the right to examine prior to the hearing, my case file and any documents used in the determination of the appealed action. I have the right to legal representation.
4. I understand any Social Security number(s) given will be used in the administration of this program, including cross matches with other programs.
5. All records are kept confidential.
6. In accordance with Federal law and U.S. Department of Health and Human Services (HHS) policy, discriminating based on race, color, national origin, sex or disability is prohibited. To file a complaint of discrimination with DHS contact the Civil Rights Compliance office at 1390 Miller St., Room 214, or call (808) 586-4955, or contact HHS, Director, Office for Civil Rights, Room 506-F, 200 Independence Avenue, S.W. Washington, D.C., 20201 or call (202) 614-0403(voice) or (202) 619-3257 (TDD), HHS is an equal opportunity provider and employer.
7. I understand that if my household is eligible for a one-time payment of H-HEAP benefits, it will be sent directly to my utility company and will be deposited into the utility account at the utility company for which I requested help. I also understand that I must have an active account with the Utility Company when the H-HEAP funds are posted, or I will not be eligible for H-HEAP.
8. The Agency or Community Action Program and DHS shall not be responsible for the delivery or non-receipt of mail.
9. Any or all unused funds may be returned to DHS.
10. I know that if I give false information, I can be penalized and/or prosecuted.
11. I understand that I may not qualify should H-HEAP run out of funds.

The Hawaiian Electric Companies and DHS reached an agreement which will automatically qualify H-HEAP approved households with a Residential Rate schedule (Schedule R) for the Utility's Tier Waiver Provision. If determined eligible, you will receive a letter in the mail from the Utility Company with more detailed information. For all EC eligible households, the provision will begin in January.

For ECI households, the provision will begin once determined eligible. The Tier Wavier Provision will be provided for 12 months.

Applicants misrepresenting their household's circumstances will be disqualified from applying for H-HEAP for one federal fiscal year or benefit year per infraction.

I certify that, subject to penalties provided by law, the information I give is true, correct, and complete to the best of my knowledge.

Signature of Applicant

Date

Witness if Signature is "X"

Date

I helped the applicant fill out this form. I understand that anyone helping another person in dishonestly getting benefits is subject to criminal penalties. I certify that the answers given by me on this form is what I know personally about him/her; or was provided by the applicant.

Print Name

Signature

Date

Address of Individual Assisting

Phone No. of Individual Assisting



H-HEAP UTILITY INFORMATION RELEASE FORM
(APPLICANT)

I, _____ hereby, authorize Hawaiian Electric Company and/or Hawaii Gas to
(Applicant Name)
release information on my utility account; past, current, and future, to the Department of Human Services of the State of Hawaii and Honolulu Community Action Program (HCAP).
I understand that this information will be used only to provide information for the administration of the Hawai'i Home Energy Assistance Program (H-HEAP).

OPTIONAL: I am interested in receiving information about other services or programs that may provide additional opportunities for utility bill reduction (including, but not limited to, reduced rates, bill credits, usage conservation, free energy savings equipment, and government benefit programs) and hereby consent for the following entities to send me communications or information about other such opportunities.

Check all that apply:

- HCAP Hawaiian Electric Company Hawaii Energy Hawaii Gas

Complete and sign:

Applicant's Name: _____ Account#: _____
Applicant's Address: _____
Applicant's Signature: _____ Date: _____

SUBSCRIBER'S UTILITY INFORMATION RELEASE FORM
(IF NOT APPLICANT)

_____ is responsible for my utility account with Hawaiian Electric
(Applicant name)
Company and/or Hawaii Gas. I understand they are applying of assistance with the Hawai'i Home Energy Assistance Program (H-HEAP). I also understand that as an applicant for H-HEAP verification of my utility account with Hawaiian Electric Company and/or Hawaii Gas must be completed.
I authorize the Hawaiian Electric Company and/or Hawaii Gas to release information on my account; past, current, and future to the Department of Human Services of the State of Hawaii and Honolulu Community Action Program.

Complete and sign:

Subscriber's Name: _____ Account#: _____
Subscriber's Address: _____
Subscriber's Signature: _____ Date: _____

You must provide a picture ID with your signature for verification.