



Customer Service Update

Low Income Home Energy Assistance Program (LIHEAP)



Iowa Utilities Commission

LIHEAP in Iowa

LIHEAP is a critical component of the state's social safety net, designed to address the financial hardship faced by low-income households in meeting their energy costs.

As a federally funded initiative, the program is managed by the Iowa Department of Health and Human Services (HHS) and delivered through a network of local, non-profit Community Action Agencies (CAAs).



LIHEAP in Iowa

Key Program Dates



August

HHS sends automatic eligibility letters to qualifying families.



October 1

Early applications open for households with elderly (60+) or disabled members.



November 1-April 1

Winter moratorium in effect. Utilities cannot disconnect heating service for LIHEAP-qualified households.



November 1-April 30

General application period for all other households.

Eligibility



Determined primarily by household income - 200% of the federal poverty level.

Application Process



Consumer notifies the utility of the application. Utility waits 30 days for approval before disconnecting.



Applications can be submitted online, via postal mail, or in person at the CAA.



Multiple documentation requirements include proof of SSN, income, and utility account(s).

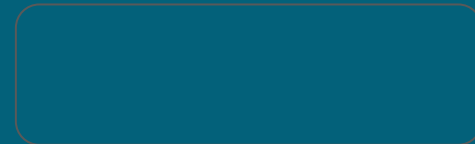
Payment Process



CAA notifies the utility of approval and pledges payment.



LIHEAP in Iowa



Funding

- A continuing resolution funds the federal LIHEAP program through December 11, 2026
- Typically, Iowa covers the cost of the program until all federal funds are released

Iowa

- Iowa HHS has an online portal for LIHEAP applications, which customers can use as an alternative to applying with their community action agency (CAA)
- Customers are encouraged to work with their county CAA for assistance with the application process



LIHEAP in Iowa

IUC Customer Service

Application Inquiries

- Staff refers consumers to their local CAA and recommends they call the affected utility companies
- Staff reviews eligibility guidelines, application timelines, etc.

Funding/Payment Inquiries

- Consumers often contact the IUC regarding the LIHEAP payment being applied to their utility account
 - Staff explains potential payment application delays, refers customers to CAA and their utility
- Consumers contact the IUC regarding delinquent notices sent during disconnection moratorium periods
 - Staff explains this is part of the delinquent process required of the utility
 - Staff encourages customers to pay anything they can toward the balance throughout the moratorium