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ATTENTION OF:  
All Louisiana Low Income Home Energy  
Assistance Program (LIHEAP) Providers

**NOTICE: LHP-2021-01**

**ISSUED: January 14, 2021**

This notice remains in effect until  
**March 31, 2021**

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**SUBJECT: Extension of Notice: LHP-2020-02 Temporary Expansion of the Louisiana LIHEAP Crisis Definition**

On October 28, 2020, the Louisiana Housing Corporation (LHC) released Notice: LHP-2020-02 allowing for the temporary expansion of the Louisiana LIHEAP crisis definition as a response to the national emergency caused by the Coronavirus Disease 2019 (COVID-19). As of the issuance date of this Notice, Louisiana remains in a modified Phase 2 of Resilient Louisiana and unpaid client obligations to both heating and cooling vendors across Louisiana continue to rise.

Due to the LIHEAP not receiving any additional funding in the Consolidated Appropriations Act of 2021 signed on December 27, 2020, LHC is extending the applicability of Notice: LHP-2020-02, which expired on December 31, 2020.

**The temporary crisis definition will remain in effect from October 28, 2020 to March 31, 2021.**

This Notice continues to temporarily expand the Louisiana definition of a LIHEAP crisis to include Past Due financial obligations to utility vendors in addition to disconnects. All requirements from Notice: LHP-2020-02 and Notice LHP-2020-02 Frequently Asked Questions (FAQs) remain in effect.

**Intake**

When a client presents with a shut-off or disconnect notice, a Subgrantee must still provide assistance within 48 hours for non-life threatening crisis and within 18 hours for life-threatening crisis.

When a client presents with a Past Due amount only and no disconnect notice, Subgrantees must provide

assistance on a first come, first serve basis in accordance with existing intake/scheduling policies for non-crisis appointments.

### **Benefit Determination and Eligibility**

Crisis benefits must still be applied wherever the crisis exists, whether it is to either a heating or cooling vendor.

Clients are eligible for one benefit from each allocation. Clients are still only eligible for one crisis benefit in a 12-month period. Past Due amounts may only be considered for clients who are assisted between October 28, 2020 and March 31, 2021.

The temporary expanded definition of crisis allows the following items to be included in the calculation:

- Past Due amounts
- The amount of the disconnect notice
- All costs to connect or reconnect services, except non-energy related charges

The calculated benefit must not exceed \$475 for FY2020 or \$600 for FY2021. All previous LIHEAP income eligibility requirements still apply.

### **Documentation**

All previous LIHEAP documentation requirements still apply. A utility statement showing a Past Due (or installment for Past Due) amount may substitute a Shut-Off/Disconnect Notice or Final Bill and proof of new account.

This Notice hereby supplements the LIHEAP Service Delivery Guide for the timeframe defined.

If you have any questions regarding this notice, please contact the LHC Energy Assistance Department at [E4@lhc.la.gov](mailto:E4@lhc.la.gov) or Lauren Holmes at [lhartley@lhc.la.gov](mailto:lhartley@lhc.la.gov).

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Louisiana Housing Corporation (LHC)  
Energy Assistance