



Indiana Housing & Community Development Authority

2024-25 Energy Assistance Program

Frequently Asked Questions

Why is my benefit lower than last year's?

This year, federal funding for the LIHEAP program has returned to pre-pandemic levels. This will likely result in a lower average benefit for EAP recipients across the country. We strive to serve as many Hoosier households as possible, and the reduction in benefit presents challenging math – there are more applicants applying for fewer dollars. We are working hard to ensure that the reduced benefits are distributed equitably among eligible households.

Who decides the benefit amount I receive?

Benefits are stratified according to need, so applicants with greater demonstrated need will receive a higher dollar amount.

What can I do to increase my benefit amount?

We understand that the benefit amount may not meet your expectations. You can call your federal representatives and ask them to allocate more funding to the LIHEAP program. The federal government controls the amount sent to the states; state and local agencies have no control over the amount of funding allocated to Indiana. You can find contact information for your federal representatives by using the [WAYEO tool](#).

Is Moratorium still in effect?

Yes! Moratorium will still go into effect from December 1, 2024 through March 15, 2025. During Moratorium, individuals with municipally-owned, privately-owned, or cooperatively-owned utilities who have applied to the Energy Assistance Program may not be disconnected, as long as the account is in good standing. Moratorium protection applies once a household submits an application and allows the Local Service Provider time to determine eligibility, so please inform your utility provider if you have submitted an application for assistance and you are scheduled for disconnection.

Why does the program end in April instead of May?

We see a marked decrease in applications in May compared to April. We do not anticipate the number of beneficiaries will change significantly by moving the deadline back a month.

Am I eligible for crisis dollars?

If you are in crisis at the time of your EAP application, you may be eligible for additional support. Furthermore, if you have fallen into crisis or are facing disconnection between your application date and the beginning of March, previously approved applicants have a two-week window in early March to potentially receive additional funds. Reach out to your [Local Service Provider](#) to see if additional funds are available.

Even with the benefit, I still can't afford my utility bills. What else can I do?

We encourage you to explore other available resources and programs that may provide additional support. Many utility companies provide their own energy assistance to customers and you may wish to speak directly to your utility provider before pursuing other options. You can also dial 211 for referrals to local resources in your community, or you can contact your local Community Action Agency or Salvation Army to inquire about programs.