

LIHEAP

Low-Income Home Energy Assistance Program



The new LIHEAP program year will begin on October 1, 2024.
Appointments are not required.

There are several easy ways to complete and return your application to us.
A list of required documents can be found on the back of this flyer.
Original documents will not be accepted.



Online

Visit knoxcac.org
Find application under the “utility assistance” tab.
You will need to have all of your documentation ready to upload. See back of flyer for document checklist



Mail

Mail via the United States Postal Services to
ATTN: LIHEAP OFFICE
P.O. Box 51650
Knoxville, TN 37950-1650



Drop Box

Located at the main entrance of the Ross Building, 2247 Western Avenue, or at the East Neighborhood Center, 4610 Asheville Highway, Monday-Friday, between the hours of 8:00am to 4:45pm.

How to get an application:

Download an application from our website: knoxcac.org
or

Pick up an application Mon-Fri, 8:00am-4:45pm at the:
Ross Building, 2247 Western Avenue
East Neighborhood Center, 4610 Asheville Highway
South Neighborhood Center, 522 Maryville Pike

or

Receive an application by mail by calling (865) 637-6700



If you are unable to complete your application without assistance, you may call (865) 637-6700 to schedule an appointment,

Crisis Assistance:

If you need immediate utility assistance,

[you must apply in person](#)

at our main office located at 2247 Western Ave. between 8:00am-4:00pm Mon-Fri and you must provide a copy of your final notice as well as

[documentation that you have one of the following circumstances:](#)

- There is a child age 5 and under in the home
- At least one member of the household is aged 60 or older
- At least one member of the household is disabled
- Household has an unanticipated medical or major household expense
- Household wage earner with at least a year of stable work history has lost their job within the last 12 months
- Household wage earner has left the home in the last 45 days
- Death of a wage earner within the last 12 months
- Significant loss of work hours
- Household wage earner is unable to work due to illness and does not receive pay for time away from work or sick leave pay

More information about acceptable documentation of the above circumstances can be found on our website: knoxcac.org

LIHEAP Document Checklist

Please be sure to complete all sections and pages of the application.

The following documents need to be attached to your application—

Please do not send original copies.

- Copy of your most recent utility bill
- Copy of the applicant's state-issued photo ID
- Copies of Social Security cards for all household members—unless the member is less than 1 year of age, in which case a birth certificate should be substituted
- Copy of proof of income (check stubs or benefits award letter) for all household members 18 years of age and older. This includes: Salary or Wages, Worker's Compensation, Unemployment Wages, Child Support, TANF/Families First, SSI, SSDI, Social Security Retirement, Pensions, and any other source of income

Please note: Bank statements cannot be accepted as proof of income.









If...

...you are currently employed, provide pay stubs showing full name, address, pay date, and gross payment amount

...you are paid
 Weekly: 4 most recent pay stubs
 Bi-Weekly: 2 most recent pay stubs
 Monthly: 1 most recent pay stub
 Semi-monthly: 2 most recent pay stubs

...you are receiving unemployment wages, provide a copy of your maximum benefit letter

Income Guidelines

1 Person  \$2,557.75 Monthly \$30,693.00 Annually	5 People  \$5,705.84 Monthly \$68,470.00 Annually
2 People  \$3,344.75 Monthly \$40,137.00 Annually	6 People  \$6,492.84 Monthly \$77,914.00 Annually
3 People  \$4,131.75 Monthly \$49,581.00 Annually	7 People  \$6,640.42 Monthly \$79,685.00 Annually
4 People  \$4,918.84 Monthly \$59,026.00 Annually	8 People  \$6,787.92 Monthly \$81,455.00 Annually

*For households with more than 8 people,
 call (865) 637-6700
 for your income guidelines*