

**Client Rights and Responsibilities**

**Low-Income Home Energy Assistance Program (LIHEAP)**

**Rights and Responsibilities **

1. Applicants/Clients are responsible for notifying the LIHEAP office of any changes in address or vendor. If the Applicant fails to report a new address or vendor before they receive a benefit, they forfeit rights to the benefit;
2. Applicants/Clients are responsible for notifying the LIHEAP office if they do not receive a Notice of Denial and Appeal or Notice of Approval and Appeal within 30 days of the Application Date;
3. Applicants/Clients are responsible for notifying the LIHEAP office if the credit is not made to their account within 45 days;
4. Applicants/Clients have a right to privacy when providing information to LIHEAP staff during the application process;
5. Applicants/Clients are responsible for giving the LIHEAP staff all the information and verification needed for eligibility determination.
6. Applicants/Clients are responsible for notifying the LIHEAP staff of any changes to income or household composition within 30 days;
7. Applicants/Clients are responsible for sending their current utility bill to LIHEAP staff to ensure prompt payment;
8. Applicants/Clients are responsible for paying their portion of the utility bill in a timely manner every month. The LIHEAP program will not pay late fees or reconnection fees.

**Verification and Documentation**

Verification is the use of documents, systems, information or contacts with third parties to establish the accuracy of information provided by the Applicant during the enrollment process and indicated on the application form. LIHEAP staff will use due diligence to verify LIHEAP eligibility requirements.

The applicant has the primary responsibility for providing all required verification. The following documents include, but are not limited to:

1. Income verification (Two months) such as a check, a check stub, an award letter (SSI benefits, SNAP or TANF), letter from employer (on letterhead or with a phone number for verification);
2. Signed statement of self-declaration of income, if applicable;
3. Copy of a current lease agreement \*;
4. If residing on Reservation- Must provide proof that household is NOT receiving other LIHEAP services;
5. Samish Enrollment Verification;
6. Name, address, and age of all household members;
7. Photo I.D. or Tribal enrollment card for household members;
8. Birth Certificates (If no tribal ID card) for all household members under the age of six (6);
9. Documentation of disability income or other verifiable documentation if preference or additional benefit provided due to a disability;
10. Documentation of Client's obligation to pay the energy bill for the residence in which Client resides;
11. A signed LIHEAP application with signatures of the Applicant and Samish Indian Nation’s LIHEAP Program Coordinator representative;
12. A signed Authorization for Release of Information;
13. A signed Policies and Procedures received form.

\*If applicant’s name is NOT on the current lease agreement, Applicant must explain, in detail why they are applying for LIHEAP benefits.