

ENERGY ASSISTANCE PROGRAMS

Customers having difficulty paying their bills by the due date should call or visit the company's office to discuss payment arrangements and resources for assistance in paying their bill.

\$1.00 DOLLAR ENERGY FUND (PENNSYLVANIA)

The \$1 Energy Fund Grant Program provides energy assistance to in-need customers in Pennsylvania. Additional details are provided on the website.

HOME HEATING ASSISTANCE PROGRAM (NY)

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (PA)

The Home Heating Assistance Program (HEAP) in New York and the Low Income Home Energy Assistance Program (LIHEAP) in Pennsylvania is a federally funded program to help low-income households meet their home heating needs. A cash grant may be available even if you have paid your all of your gas bills and are available regardless of whether you rent or own your own home. An emergency crisis grant is also available to eligible customers who have had their gas service disconnected, are facing disconnection because of unpaid bills or have broken heating equipment.

PROGRAM YEAR

Based on anticipated available funding, the cash and crisis program normally opens in November and closes in March. See Eligibility Section below to determine if you are eligible to receive assistance.

APPLICATION PROCESS

New York customers can apply for benefits at:

Tioga Opportunities
9 Sheldon Guile Blvd.
Owego, NY 13827
1-607-687-4222

Pennsylvania customers can apply for benefits at:

Bradford County Assistance Office

1 Progress Plaza

Towanda, PA 18848

1-800-542-3938

APPLY ONLINE: You can apply online at anytime during the day or night from home or any location with internet access by going to the COMPASS (Commonwealth's application process) website. Apply at: www.compass.state.pa.us

The applicant must provide proof for the items listed below. Additional documentation may be required.

1. ADDRESS (where applicant lives) Must provide one or more of the following
 - Current rent receipt with the name and address
 - Copy of lease with address
 - Water, sewage or tax bill
 - Mortgage payment books/receipts with address
 - Homeowners insurance policy
 - Deed
 - Utility Bill

2. ALL THE PEOPLE IN THE HOUSEHOLD
 - Birth Certificate
 - Baptismal Certificate
 - School Records
 - Social Security card
 - Driver's license
 - Marriage certificate
 - Collateral contacts (e.g. landlord)

3. GAS BILL
 - If the applicant is responsible for paying the gas bill, bring a copy of the most recent bill
 - If the applicant has a service termination emergency, bring the termination notice

4. INCOME: You must provide proof of income for all household members who receive any type of income, earned or unearned, including but not limited to:

- Pay stubs for the most recent four weeks (gross income)
- If self-employed or have rental income, business records for the most recent three months
- Child support or alimony checks
- Bankbook/dividend or interest statement
- Statement from roomer/boarder

Must provide a copy of the most recent check or award letter for the following items:

- Social Security/Supplemental Security Income
- (SSI) Veteran's Benefits
- Pensions
- Worker's Compensation/Disability
- Verification of Unemployment Insurance Benefit amount
- Educational Grants/Loans

5. RESOURCES (for emergency crisis applications only)

- Statement claiming zero resources
- Bank Statement showing current balance for checking, savings, and credit union accounts, IRA/s etc.
- Stocks, bonds, dividends

NOTE: Actual HEAP and LIHEAP eligibility is determined by the local certifying agency and not Valley Energy.