

Office of Human Concern

Home Energy Assistance Program

You are responsible for providing the required information that applies to you and your household.

- ❖ **Regular Assistance can take up to 35 days to process; we do not make pledges with regular assistance.**
If you believe you will be receiving a disconnection notice soon, please wait until then to apply for assistance.

BOTH GAS AND ELECTRIC BILL ARE REQUIRED. IF YOU USE PROPANE, WE WILL NEED THE PROPANE COMPANY NAME, ACCOUNT NUMBER, AND USAGE FOR THE PAST 12 MONTHS.

Attention: City of Bentonville/City of Siloam Springs customers. If you are NOT ELECTRIC ONLY and have a disconnect notice, it will be your responsibility to pay water, sewage, and trash.

- **Proof of income for all household members 18 years or older for the previous month**
 - This includes all check stubs that have a pay date in the previous month.
 - If check stubs are not available, an earnings statement must be completed by your employer.
- **If you are receiving child support, please provide verification for the previous month.**
- **Proof of unemployment for all house hold members 18 years or older that is unemployed.**
 - You will need to go to the Unemployment Office and they can print out what you have or have not received in the last month. Please note that you will need 2 forms of ID to obtain printout.
 - If you have lost your job within the last 60 days we will need an unemployment printout in addition to a statement from your employer that states your last date of employment and any income that was received in the previous month.
 - If anyone is a full time student who is unemployed they will also need a letter from the school stating that he or she is a full time student.
- **Proof of social security, Retirement, Pensions, Workman's Comp, or Disability**
 - You will need a copy of your award letter for the current year.
- **Proof of utility allowance**
 - If you live in government housing or receive rental assistance, we need a letter from the Housing Authority that states whether or not you receive a utility reimbursement check.
- **If you have no income (Zero-income)**
 - **Copy of ID and social security cards for all adults (18 yrs or older)**
 - We need proof of how you have been paying your bills. If someone has helped you, we need a contribution statement completed from each person who helped you in the previous month.
 - 2 collateral forms completed by two non-relatives explaining how the family's needs have been met.
 - Unemployment printout for all household members who are 18 or older.

We **MUST** have Social Security Numbers and Birthdates for **ALL** House hold Members

Without this required information your application will NOT be processed