



## SNAP Heating Assistance

### How does it help?

Snap Heating Assistance funds are meant to help:

- Make home heating more affordable
- Help maintain a warm and safe home

This program is about helping eligible households ease the financial impact of a portion of winter heating costs. Funding is limited, which means not all qualified households will receive assistance.

### *Key Facts -*

- Services are for Spokane County residents only
- Energy assistance grants are dependent on available funding
- Continue to work with your heating company to keep current on payments

### How does one receive assistance?

#### Step 1: Checking to see if you are an eligible household

Your total household income must be at or below 125% of the federal poverty guidelines. Current year income guidelines can be found at [snapwa.org](http://snapwa.org)

#### Step 2: Making an Appointment

When appointments are available there are three ways for making an appointment. Please be aware that appointments will be scheduled up to 14 weeks out.

##### **A. Web Appointment Calendar - [www.snapwa.org](http://www.snapwa.org)**

When appointments are available, they can be made online 24 hours a day (until filled). The web appointment calendar will be the easiest and fastest way to make an appointment.

##### **B. Phone Appointment Line - 509-242-2376**

When appointments are available they can be made (until filled) during these times:

Monday - Friday    8:30am to 3:00pm  
Saturday            9:00am to 1:00pm

Please be aware that during high call times waits can be up to 30 minutes.

### C. Completing a Conservation Education class

Call your local SNAP office for availability of classes and to sign up.

Northeast 487-1114 East 456-7106 Downtown 456-7164 Valley 926-1054

The following is a list of verification documents to bring to your appointment:

- Proof of address
- Proof of all household income for the previous 3 months from month of appointment for all persons in the home, this includes earned income, child support, SSI, SSA, SSD, TANF, retirement, unemployment, self-employment, etc...
- Verification of Social Security numbers for all household members
- A current heating bill or lease agreement showing heat included in rent
- Other documentation may also be required

#### *Key Facts -*

- Don't miss your appointment
- Don't forget your documents (see list above for reference)
- Continue to work with your heating company to keep current on payments

### Step 3: During the Appointment - Intake Process

What happens?

A SNAP Energy Intake employee will work with you and your information to do the following:

- o Information update (on the entire household)
- o Income verification
- o Signatures on required documents

How long does it take?

Process can take 15 to 60 minutes depending on household situation.

#### *Key Facts -*

- Continue to work with your heating company to keep current on payments
- 5-day window to complete an incomplete application; if you miss this time frame you'll have to go through the whole process again depending on availability
- Amount allocated (\$25 to \$1000)
- Payments may take up to 12 weeks to be applied to an account

### Step 4: Certification

What Happens?

- o Review all files
- o See that applications are complete
- o Determine grant amount and authorize payment to vendor
- o Mail award notification or denial letter to applicant household



How long does it take?

Depending on funding availability it may take up to 12 weeks to receive an energy grant.

### Step 5: Allocation

How does the money thing work?

Payments will be received 7-10 working days from the date award notification is received. Households are encouraged to establish a reasonable payment plan with their heating vendor so that the energy assistance money can be an aid in covering winter heating costs not the sole source of payment.

### General Information

For additional information or to ask questions please:

Go online at - [www.snapwa.org](http://www.snapwa.org)

Call us at the nearest SNAP office - Northeast 487-4117 East 456-7106 Downtown 456-7164 Valley 926-1054 or 456-7111.

Information on Project Share and Senior Energy Assistance can be found online at [www.snapwa.org](http://www.snapwa.org) or by calling a local SNAP office.

