
Answers to our most frequently asked questions.

Question: How do I get an application?

Answer: Applications will be available early fall of 2022. If you applied for assistance last season you will receive an application in the mail. If you did not apply in the past program year, applications will be available at all 4 EAP locations, **most local libraries**, may be downloaded from our website, may be mailed upon request, or you may **apply on-line** on our website with EAP Connect.

Question: How can I turn in an application?

Answer: Applications may be mailed to our Knox County address, e-mailed, faxed, dropped off at any of our 4 EAP office location drop boxes, participating **local libraries will fax them to us**, or one may **apply with the on-line application from our website with EAP Connect**.

Question: When will I know if I am approved?

Answer: An application can take up to 55 days to process, beginning Nov. 1, in the order received. If there are missing documents, the applicant will receive an incomplete letter stating the items that are missing. If applying on-line, the applicant will receive an e-mail. A 10 business day grace period is allowed for these items to be returned. When a complete application is complete and processed, the applicant will receive a letter of approval or denial. An approval letter details what assistance a household will receive. A denial letter details why an application was denied, appeal information and time-frames.

Question: If I rent, can I still answer “yes” to being interested in the Weatherization Program?

Answer: Yes. If a household is approved for Energy Assistance or income qualifies for weatherization, that household is placed on a list, regardless. The household may be contacted within a year of the application process date.

Question: Will the Weatherization Program replace doors and/or windows?

Answer: No. The Weatherization Program focuses on energy efficiency. After inspection, a home may qualify for insulation, water heater repair/replacement, and/or furnace repair/replacement.



It is the policy of Pace Community Action Agency to comply with all State and Federal Regulations prohibiting discrimination on the basis of race, age, color, religion, sex, disability, national origin, ancestry, family status or status as a veteran.

PACE Energy Assistance Frequently Asked Questions

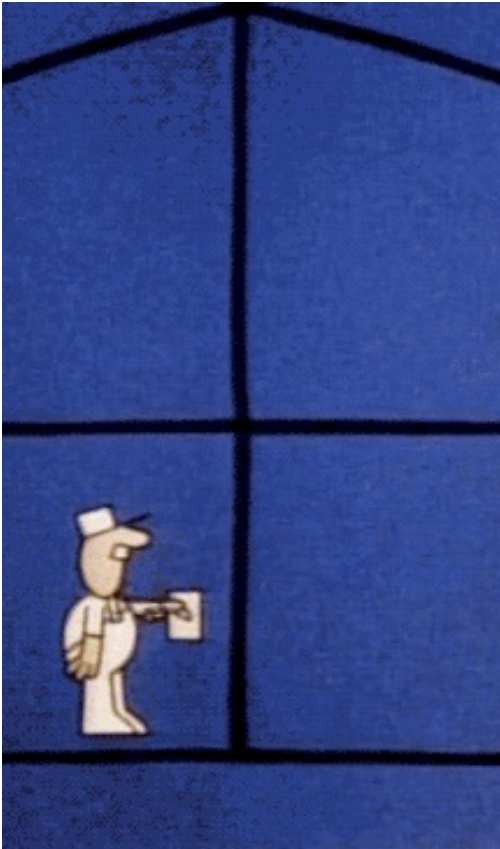


Question: When will I get my assistance funds?

Answer: Upon receipt of an approval letter, you can expect the benefit to be deposited to your utility account within 30 days. **Please call the utility company for time related questions** once you receive your letter. **If your utilities are included in rent or you heat with wood or a bio-fuel, you will receive a check no earlier than March 1st or up to 60 days from approval.** Direct deposit is encouraged.

Question: Is there summer assistance as well?

Answer: No.



Question: What documents do I need to apply?

Answer: The application includes a checklist to help applicants with this process. Please **read** the checklist carefully, as additional forms may be necessary and some included forms may not be necessary. If additional forms are needed, please go to our website to download these, visit your local participating library or contact us to have the documents mailed or e-mailed to you.

Question: If I get a disconnect notice or have been disconnected, can I apply for assistance?

Answer: Yes, but a **complete** application must be received to process an application, regardless of status. We have 10 days to process any application that is deemed to be in crisis, as defined by IHADA.
Question: What are your hours of operation?

Answer: We are available by phone M-TH
8:00 - 4:30, and Friday 8:00 - 12:00
We are closed for lunch from 12-1 daily.

Question: Is there a different application for the Weatherization Program?

Answer: No. The same application and documents are used for both programs.

Question: If I am in need of assistance beyond what I have received, what can I do?

Answer: While some emergency or crisis funds are available for approved and qualifying applicants, the application has a list of additional resources as well and all trustee contact information, Please also see our **Client Services** page on our website **for additional resources.**

Contact Information:

Pace Community Action Agency, Inc.

Knox County:

525 N 4th Street

Vincennes, IN 47591

(812) 882-7927, ext 2

www.pacecaa.org or

energyassistance@pacecaa.org

