



FREQUENTLY ASKED QUESTIONS - CYCLE 3

What is the Guam Low-Income Home Energy Assistance Program (LIHEAP)? The overall program goal is to provide federally funded assistance to reduce the costs associated with home energy bills, energy crisis, and weatherization. However, for this funding year, Guam’s program is specifically designed to provide power utility debt relief to households in arrears and facing disconnection. Future allocations to Guam will then allow for the expansion of services to benefit more families.

Where does this funding come from? The U.S. Department of Health and Human Services awarded federal funding to Guam to administer this program. The Guam Energy Office (GEO) will lead the implementation and execution of this program as a sub-recipient of the award from the Guam Department of Public Health and Social Services (DPHSS).

What are the benefits of this program? Guam LIHEAP provides a one-time benefit payment of up to \$1,000 to qualifying households facing energy crisis. This amount will be paid directly to your Guam Power Authority (GPA) account to cover any arrears, late fees, disconnection fees, reconnection fees, and balances due on your GPA payment plan. Current dues may also be included at the time of payment.

How do I know if I can apply for this program? You can apply for the program if:

1. Your power is currently disconnected, facing disconnection due to unpaid arrears, and/or you are under a GPA payment plan; and
2. You are responsible for making direct payments to GPA; and
3. Meet the income eligibility requirements.

If I applied and was approved in Application Periods - Cycle 1 (June 3 – June 28, 2024) OR Cycle 2 (July 8 – August 2, 2024) can I apply under Cycle 3?

NO, households who have already been approved during the first application period (Cycle 1 or Cycle 2) are not eligible to apply again. The LIHEAP program funding is a one-time benefit payment of up to \$1,000 to qualifying households facing energy crisis.

How do I qualify for this program? Eligibility and benefits are based on income & household size, and amount owed on the referenced GPA power bill.

Households eligible to receive this one-time benefit must meet the following criteria:

1. All members of your household must be a U.S. Citizen or qualified non-citizen; and
2. Your household's Gross Monthly Income does not exceed the 130% Federal Poverty Level Income (see chart below).

Income Limit Per Household - Gross Monthly Income (FPL 130%)										
Household Size	1	2	3	4	5	6	7	8	9	10
Income Amount	\$1,580	\$2,137	\$2,694	\$3,250	\$3,807	\$4,364	\$4,921	\$5,478	\$6,035	\$6,592

NOTE: You may also qualify if you or a member of your household are a recipient of one of the following: *Program certification must be submitted with your application.*

- Supplemental Nutrition Assistance Program (SNAP) benefits; or
- Temporary Assistance for Needy Families (TANF) benefits; or
- Supplemental Security Income (SSI)

What documents are required with my application?

All of the following documents are required in order for your application to be accepted.

1. Copy of - Photo Identification for Primary Applicant:
Must be Current Government Issued: Driver's License or State ID Card or Passport.
2. Copy of - Social Security Card for the primary applicant
3. Copy of - Income Documents for all working 18 year and older household members:
(any one of the following)
 - a. Filed 2022 or 2023 1040 (X, SR) taxes or,
 - b. (2) most recent check stubs or,
 - c. Verification of Employment (must include salary/pay rate) or,
 - d. SNAP Certification or TANF statement or SSI benefit statement
4. Current power bill and/or disconnection notice (must be your primary residence)
5. GPA Release Form – *provided in your application packet*
6. Lease agreement (**only** if you are a renter and your power is included in rent.)

What happens if I rent, and my power bill is included in my rent? You may still apply for this program. A copy of your lease agreement must be submitted with your application, and it must indicate that power is inclusive of your rent.

Where can I apply for the program?

A fillable PDF application is available for download at energy.guam.gov or a hard copy can be picked up at our office located at 548 North Marine Corps Dr. Tamuning, Guam 96913. **Completed applications with all required documents** must be submitted to GEO between 8:00am – 4:00pm, Monday to Friday, except on holidays. **Incomplete applications will not be accepted. Email submissions will not be accepted.**

When can I apply? The **Cycle 3 application period is from August 5 to September 13, 2024.** This program is based on funding availability. Households who have already been approved during the first application periods (Cycle 1 June 3-28, 2024 **OR** Cycle 2 July 8 – August 2, 2024) are **NOT** eligible to apply again. The LIHEAP program funding is a **one-time** benefit payment of up to \$1,000 to qualifying households facing energy crisis. Public notice will be given if any changes to the application period is necessary. Visit the GEO website at energy.guam.gov for updates and information.

How will I know if I am approved? Applicants will receive a status update within 15 business days from the date of the completed submission. Receipt of your submission will be provided to you with an assigned case number via email or notified by phone to pick up Eligibility Letter at the GEO Office. If you do not receive an update within the 15 business days, you can email GEO at LIHEAP@energy.guam.gov or call 671-646-4361.

energy.guam.gov