

Insert under moratorium and appeals box

APPEALS PROCESS

If you feel you have been wrongly denied, or that your benefit amount was calculated incorrectly you may file an appeal.

You must send your appeal to TRI-CAP's EAP Program Manager/Director within thirty (30) days of receipt of the denial. The Local Service Agency will review your appeal and send you a written response within fourteen (14) business days.

If you are not satisfied with the Local Service Provider's determination, you may request formal review by the Indiana Housing and Community Development Authority (IHCDA). You can work with TRI-CAP to have them submit the appeal for you or you can submit it directly to IHCDA. This request must be made within thirty (30) days of receipt of the TRI-CAP's appeal determination. IHCDA's Community Programs Manager - EAP will review your appeal and issue a response in writing within fourteen (14) business days of receipt.

Please send your appeal to:

TRI-CAP
499 W State Road 62
Boonville, IN 47601
Attn: EAP Program Manager/Director

MORATORIUM

The Moratorium law (Indiana Code 8-1-2-121) states that from December 1st through March 15th of any year, a regulated utility company may not turn off residential utility service to any customer who is eligible for and who has applied for the Energy Assistance Program. This includes utilities that are electric or gas, including municipally owned, privately owned, or cooperatively owned utilities. Moratorium protection applies once a household submits an application and allows the Local Service Provider time to determine eligibility, so please inform your utility provider if you have submitted an application for assistance and you are scheduled for disconnection.

Insert under income guidelines