Energy Assistance Instruction Sheet and Guide For Scheduled Appointments

The guide below is to ensure approval of your application for utility assistance.

**Failure to provide the required documentation, along with your application will delay the processing time for your application, and terminate your request for utility assistance:**

**Step 1.** Complete the application in full detail, and sign;

**Step 2.** Complete all sections fully, and Sign the Client Home Energy Data Request Waiver. (All sections must be completed, or your application will be denied for processing);

**Step 3.** Provide a copy of the Applicant’s current photo ID card. The applicant (person signing the application) must be the Head of the Household, or the Spouse of the Head of the Household (no exception);

**Step 4.** Provide a clear and legible copy of all social security cards for all members residing within the household;

**Step 5.** Provide a copy of all income documentation sources for every household member for the previous month. Acceptable sources of income documentation include:

A. Pay stubs for the entire previous month (determined by pay DATE, as opposed to pay period);
B. Documentation (annual letter) received from the Social Security Administration;
C. Documentation received from the Alabama Department of Human Resources;
D. Documentation received from the Mobile County Department of Human Resources;
E. Documentation received from the United States Department of Veterans Affairs;
F. Documentation received from the United States Department of Labor; or
G. If a household member (age 18 or over) had no ($0.00) income for the previous month, and the lack of income cannot be verified by a governmental agency, (i.e. food stamp award letter, child support letter), please complete to Step 6.

**Step 6.** Complete and Sign the Declaration of Household Income. This form replaces the
zero-income form of the past. This form applies only to those individuals, who are 18 years of age (or older) living in the household, who did not have income for the previous month prior. Failure to complete all information required will terminate your request for utility assistance.

Step 7. Provide your current utility bill.

Step 8. **SECTION 8/HUD or Income-Based Housing Applicants Only** - Provide a copy of your lease agreement and/or utility allowance.

Step 9. Review each page for completeness and accuracy. Ensure all required documents are attached and included in your application package. Sign and date your forms where required.

Step 10. After all of the afore-mentioned steps are completed in its entirety, submit your application packet to us for processing. Your application package may be submitted for processing by one of the following means:

- **Email** scanned application to your initial interview coordinator;
- **Mail** to the center listed on the application’s self-addressed envelope; or
- **Deliver** the application package to the address listed on the self-addressed envelope.

**Additional Information for your Knowledge**

Upon receiving your package, processing your application becomes our top priority.

**Mobile Community Action has 30 days upon receipt of your application to process your application and submit payment to your utility provider. If you have received a disconnection notice, it is YOUR RESPONSIBILITY to make arrangements with your utility provider to avoid disconnection. Failure to do so will result in the disconnection of your service.**

A representative of Mobile Community Action will contact you by telephone once your application has been approved; and if additional information is needed; or if there are any discrepancies that are reflected in your application. **If any discrepancies are found, all missing documentation must be submitted within 15 days of receiving notification from Mobile Community Action. Failure to provide any missing documentation will deny the approval of utility assistance.**

After your application is approved for payment, Mobile Community Action will notify your utility provider on the day your award is approved. A copy of your payment award will be sent to you via United States mail.

Please feel free to give us a call if you have not been contacted by a representative of Mobile Community Action within 14 business days after submitting your application. Our telephone number is 251-457-5700.