

# HOME ENERGY ASSISTANCE PROGRAM CHECK LIST

Submit your application by mail, fax or as a walk-in:

Home Energy Assistance Program  
1470 Civic Court, Ste. 200, Concord CA 94520  
Phone: 925-681-6380 Fax: 925-229-6784

**All HEAP applicants are responsible for providing the following documentation required by the State of California. Without the requested information, your application will not be processed and may be denied.**

Please check each box once completed to ensure all documents are received in our office:

- 1. Complete and **SIGN** “Energy Intake Form” (CSD 43 10/2017)
- 2. Complete and **SIGN** “Statement of Citizenship or Non-Citizen Status” CSD 600 on **BOTH** sides.
- 3. Provide a copy of a birth certificate or green card verifying **legal status in the USA** for the person applying for assistance.
- 4. Provide a copy of your **current monthly** utility bill **PLUS** include your **past due, 15-day or 48hr notice** if one is received. Sending **only** your 15-day, 48-hour or shut off notice will **delay** your application process.
  - Current monthly utility bill, within 6 weeks from intake date, must have at **least 22 billing days**.
  - The person's name on the PG&E bill must be 18 years of age or older. I.D. verification is required if name on utility bill is different from the name of applicant.
- 5. Copies of the total **GROSS MONTHLY INCOME** for **ALL** household members 18 years and older (must be within 6 weeks from intake date).
  - **If there is zero income**; a “Survey of Income and Expenses” form will need to be completed for each adult without income.
  - **If you are reporting zero income for a consecutive year**, a “Certification of Income and Expenses” form will need to be completed for each adult without income **PLUS** provide documentation of your living expenses (a letter from the person/agency that supports the applicant’s rental, food and/or utility expenses).
- 6. Complete and **SIGN** “Client Education Confirmation of Receipt” Form.
- 7. Complete CSD081 “Client/Customer Consent Form & Authorization” Form and signed by account holder.
  - **If the applicant is not the account holder**, a “Client/Customer Consent Form & Authorization” will need to be completed and signed by the person whose name is on the utility bill.
- 8. **IF APPLICABLE:**
  - Birth certificates or documentation verifying any **children ages 0-5** in the household.
  - ID required for any household members 60 years or older.

**\*\*Upon receipt and review of your application, staff will contact you regarding your eligibility and status.**

**For acceptable documents of legal status and proof of income see other side for details → →**

## **Providing Proof of Legal Status**

### **ACCEPTABLE PROOF:**

#### **► Citizenship status (if you were born in the USA):**

- A copy of the birth certificate for **the person applying for assistance and all children under 5 years**
- A copy of your child's birth certificate **ONLY** if it states your name and **where YOU were born**
- A copy of your marriage license **ONLY** if it states your name and **where YOU were born**
- A copy of your U.S. passport
- Military Form DD 214; **IF** it states place of birth (*if form does not state place of birth, it will NOT be acceptable proof*)

#### **► Naturalization status:**

- A copy of your naturalization certificate
- A copy of your U.S. passport, showing your nationality as the United States of America (*must not be expired*)

#### **► Alien status:**

- A copy of both sides of your green card (*must not be expired*)
- A copy of any other document listed on the "Statement of Citizenship Status" Form

### **NOT ACCEPTABLE PROOF:**

- Driver's license
- Social Security card
- Death Certificate
- Child's birth certificate or marriage certificate that does not state parent's/applicant's **birth place**
- Certificate of Baptism

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## **Providing Proof of Income (*provide ALL that apply to you*)**

- Income (total monthly gross) from **ALL household members 18 years and older**.
- Income must be current to within 6 weeks from the intake date and should cover a one-month period (Example, if you get paid once a week, send in 4 check stubs).
- All documents must be official, **no hand written information**.
- All documents must be **current (within the last 6 weeks from intake date)**.
- Ask a HEAP Representative for other acceptable income if it's not listed below.

### **► ACCEPTABLE PROOF OF INCOME:**

- Paycheck stubs, odd jobs, self-employment, income & expenses report
- Welfare (TANF)
- Social Security (a letter from Soc. Sec. or a direct deposit statement of your bank account)
- Social Security Disability Income / State Disability Insurance award letter
- Spousal & child support award documents
- Workman's Comp check stubs
- Unemployment Insurance check stubs
- Retirement & Pension award letter or check stubs
- "Survey of Income and Expenses"; for every member in the household 18yrs or older with NO Income.