

## **ATTENTION**

PLEASE BE ADVISED THAT IF YOU GET AN EMERGENCY APPOINTMENT – WE MAY NOT BE ABLE TO COMPLETE YOUR APPLICATION PRIOR TO YOUR DISCONNECT DATE – THIS IS DUE TO THE FACT THAT WE NOW HAVE TO SEND OFF FOR WORKONE PRINTOUTS FOR ALL ADULT HOUSEHOLD MEMBERS AND THAT IT CAN TAKE UP TO 24-72 HOURS FOR THEM TO SEND THEM BACK TO US.

The State has made major changes to the documents required to apply for the Energy Assistance Program. Please make sure you read the documents needed list thoroughly to make sure you are providing all the necessary documentation at the time of your appointment. If you do not have all the necessary documentation at the time of your appointment we will not be able to process your application!!

**\*\*\*NOTE: IF THE BENEFIT AMOUNT FROM THIS PROGRAM IS NOT ENOUGH TO COVER THE AMOUNT DUE ON YOUR DISCONNECT NOTICE, YOU WILL BE REQUIRED TO PAY THE DIFFERENCE BEFORE THE APPLICATION CAN BE COMPLETED – THIS IS ALSO REQUIRED DURING THE MORATORIUM PERIOD!!**

### **EMERGENCY DISCONNECT OR SHUT OFF PROCEDURE**

If you receive a disconnect notice that is scheduled for shut off before your appointment date **OR** if your service is already shut-off, you can call for an emergency appointment at our agency.

Clients who need an emergency appointment must call **(219) 201-5556** starting at 6:30 a.m. (Monday through Thursday, excluding holidays) to schedule an appointment for the next business day. No calls will be taken before 6:30 a.m. **WE CAN ONLY TAKE TWO ELIGIBLE CALLERS** per day. If you are not one of the first callers, you can try again the next business day starting at 6:30 a.m.

**PLEASE NOTE: THIS IS THE ONLY WAY TO BE SEEN AT THIS OFFICE WITHOUT AN APPOINTMENT TICKET. IF YOU CANNOT GET THROUGH ON THE EMERGENCY LINE (REGARDLESS OF HOW LONG YOU HAVE BEEN TRYING) COMING INTO THE OFFICE OR CALLING OUR MAIN NUMBER WILL NOT GET YOU AN EMERGENCY APPOINTMENT. YOU WILL ONLY BE REFERRED BACK TO THE EMERGENCY LINE NUMBER. NO EXCEPTIONS WILL BE MADE!!**

If you cannot get through on the Emergency Line you also have the opportunity to contact another agency accepting Energy Assistance Applications. The following is a list of those agencies:

Gary Neighborhood Services  
300 W. 21<sup>st</sup> Ave – Gary  
(219) 883-0431

Porter County Community Services  
1005 Campbell St – Valparaiso  
(219) 464-9738

Ross Township Trustee  
26 W. 73<sup>rd</sup> Ave – Merrillville  
(219) 769-2111

Southlake Community Services  
1450 Joliet St #202 – Crown Point  
(219) 663-0627

Portage Township Trustee  
3484 Airport Road – Portage  
(219) 762-1623