EAP Denial Letters

This document illustrates EAP denial letters. These letters are sent from central mailing and distribution and are triggered from batches generated in eHEAT. Following are examples for each of the denial reasons below:

- Over Income
- Already Received EAP in this Program Year
- Incomplete Application
- Program Out of Funds
- Ineligible Housing Type
- Subsidized Housing with Heat & Electric Included in Rent
Sample 1: Over Income

Service Provider Name

SP Mailing Address
City, MN 99999-9999
Phone: (999) 999-9999
TTY: (999)999-9999

HH#: 99999

<<EAP APPLICANTS NAME>>
111 STREETNAME AVE E
FROSTBITE FALLS, MN 56701

Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

Your income for three months was <<income>>. Your household has <<household size>> members. Your income is more than the program limit.

If your income for a three month period changes, contact our office before May 31, <<EAP Program Year>>.

You may apply for the Cold Weather Rule protections by contacting your natural gas or electric vendor. Their phone number is on your bill.

RIGHT TO APPEAL

You have the right to appeal this decision if you feel the reason you were denied is not correct.

To appeal, send us WRITTEN INFORMATION that you think would help you qualify for funds. You must do this within 30 days after you receive this letter. You may call us to ask for help to write an appeal.

Send your appeal and papers to support your facts to the address at the top of this letter.

When we receive your appeal, we will:

1) Have a different person than the one who checked your application review it.
2) Let you know if you qualify for funds within 14 days after we get your request.

If you still do not agree with the new decision, you can appeal to the State Energy Assistance Program. We will tell you how to do that if you wish.

You may reapply any time before May 31, <<EAP Program Year>>, if your income or living situation changes.

Sincerely,

The Energy Assistance Staff
Sample 2: Already Received Benefits this Program Year

Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

Your household has already received energy assistance. We can only help you once between <<EAP Program Year Start Date>>, and <<EAP Program Year End Date>>.

Please call our office if you have a heating or furnace emergency.

You may apply for Cold Weather Rule protections by contacting your natural gas or electric vendor. Their phone number is on your bill.

RIGHT TO APPEAL

You have the right to appeal this decision if you feel the reason you were denied is not correct.

To appeal, send us WRITTEN INFORMATION that you think would help you qualify for funds. You must do this within 30 days after you receive this letter. You may call us to ask for help to write an appeal.

Send your appeal and papers to support your facts to the address at the top of this letter.

When we receive your appeal, we will:

a) Have a different person than the one who checked your application review it.
b) Let you know if you qualify for funds within 14 days after we get your request.

If you still do not agree with the new decision, you can appeal to the State Energy Assistance Program. We will tell you how to do that if you wish.

Sincerely,
Energy Assistance Staff
Sample 3: Incomplete Application

Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

Your application is not complete. We explained that we needed more information. You did not respond within 30 days. You may send the needed information before May 31, <<EAP Program Year>>. Call us if you have questions about completing your application.

You may apply for Cold Weather Rule protections by contacting your natural gas or electric vendor. Their phone number is on your bill.

**RIGHT TO APPEAL**

You have the right to appeal this decision if you feel the reason you were denied is not correct.

To appeal, send us WRITTEN INFORMATION that you think would help you qualify for funds. You must do this within 30 days after you receive this letter. You may call us to ask for help to write an appeal.

Send your appeal and papers to support your facts to the address at the top of this letter.

When we receive your appeal, we will:

- Have a different person than the one who checked your application review it.
- Let you know if you qualify for funds within 14 days after we get your request.

If you still do not agree with the new decision, you can appeal to the State Energy Assistance Program. We will tell you how to do that if you wish.

Sincerely,
The Energy Assistance Staff
### Sample 4: Program Out of Funds

<table>
<thead>
<tr>
<th>Service Provider Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP Mailing Address</td>
</tr>
<tr>
<td>City, MN 99999-9999</td>
</tr>
<tr>
<td>Phone: (999) 999-9999</td>
</tr>
<tr>
<td>TTY: (999)999-9999</td>
</tr>
</tbody>
</table>

HH#: 99999

<<EAP APPLICANTS NAME>>

111 STREETNAME AVE E
FROSTBITE FALLS, MN 56701

Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

The program has run out of money. Your name has been placed on a waiting list. We will contact you if money becomes available this year. You will also be contacted to apply for next year's program.

You may be eligible for the Weatherization program. If you are having problems with your furnace, please contact us. There may be funds available to help pay for this.

Sincerely,
The Energy Assistance Staff
Sample 5: Ineligible Housing Type

Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

You live in a nursing home, prison, or other institutional housing. The Energy Assistance Program provides benefits to households in residential housing, but not institutions.

Sincerely,
The Energy Assistance Staff
Dear <<EAP APPLICANTS NAME>>

You are not eligible for the Energy Assistance Program at this time. The reason is:

You live in subsidized housing. You do not make payments to a utility company for heat or electricity. The Energy Assistance Program does not pay subsidized renters who do not have a utility bill.

**RIGHT TO APPEAL**

You have the right to appeal this decision if you feel the reason you were denied is not correct.

To appeal, send us **WRITTEN INFORMATION** that you think would help you qualify for funds. You must do this within 30 days after you receive this letter. You may call us to ask for help to write an appeal.

Send your appeal and papers to support your facts to the address at the top of this letter.

When we receive your appeal, we will:

g) Have a different person than the one who checked your application review it.
h) Let you know if you qualify for funds within 14 days after we get your request.

If you still do not agree with the new decision, you can appeal to the State Energy Assistance Program. We will tell you how to do that if you wish.

*You may reapply any time before May 31, <<EAP Program Year>>, if your income or living situation changes.*

Sincerely,
The Energy Assistance Staff