



## HEAP EMERGENCY UTILITY ASSISTANCE 2012

**BY APPOINTMENT ONLY FOR: TUESDAY, WEDNESDAY AND THURSDAY**

**PLEASE CALL— (909)723-1680 MONDAY – FRIDAY 8:00AM TO 4:45PM**

### **REQUESTED DOCUMENTS**

#### **1) Current / ENTIRE copy of utility bills: GAS AND ELECTRIC**

- **BILLS MUST BE COMPLETE (No assistance can be provided without the actual utility bills showing usage)**
- **BILLS MUST BE FOR A MINIMUM OF 22 DAYS OF SERVICE**
- **FINAL CALL OR SHUT OFF NOTICE is necessary, but DO NOT take the place of the actual Gas and Electric bills.**
- **Rental agreement or mortgage payment book for CURRENT address showing your name and proof of residency. NO RENT RECEIPTS**

#### **2) Acceptable types of IDENTIFICATION:**

- **CALIFORNIA PICTURE ID with CURRENT address a MUST.  
No brown change of address cards from the DMV accepted.**
- **SOCIAL SECURITY CARD A MUST.**

#### **3) CURRENT proof of income:**

- **TANF (AFDC), FOOD STAMPS, General Relief for the CURRENT MONTH**
- **2012 Award letter for SSI/SSA or CURRENT bank statement showing amount (s) deposited.  
NO 1099 forms for the year 2011 SSA/SSI income.**
- **WAGES (check stubs for prior 30 day PAY PERIODS).**
- **Need verification of income for all adults 18 yrs and older in the household. . (If he/she does not have income, a CSD 43B Survey of No Income must be completed by each adult member).**
- **Income contributions/cash payments should include date, name, address of person giving contributions.**

#### **4) CHILD/SPOUSE/INDIVIDUAL SUPPORT**

- **CURRENT MONTH print out of prior 30 days monies issued from the District Attorney's office or SELF-CERTIFIED signed and dated statement from person providing support. Including his/her address and telephone number.**

**CLIENTS ARE SEEN ON A FIRST COME FIRST SERVE BASIS**

**PLEASE NOTE: In 2012, besides meeting income guidelines, applicants must meet set energy burden levels and required points as outlined in our Priority Plan. The Priority Plan is designed as a guide so that we may serve the "neediest of the needy".**

**THERE IS NO GUARANTEE YOU WILL BE ASSISTED UNTIL YOUR PAPERWORK AND SITUATION ARE REVIEWED. ASSISTANCE IS BASED ON CRITERIA SET BY HEAP STATE REQUIREMENTS, WHICH MUST BE MET BY APPLICANT.**