

Frequently Asked Questions

Q: Where do I get an application?

A: If you received EAP last year, you will automatically get one in the mail. Otherwise it is available October 1st pick up in a county office, download from our website or one can be mailed out to you.

Q: Where can I submit my application?

A: You can mail your application to 706 N Victory Dr, drop it off in any of our county office locations, fax it to 507-345-2414 or email it to eap@mnavac.org

Q: I lost my application, what can I do?

A: We are not able to reproduce the pre-printed application. A blank application can be mailed to you or you can download a copy of the application online.

Q: Do I have to submit my income information? It is the same as last year.

A: Yes, unless the application says **RECERTIFICATION** on the front page, just to the right of the words 2019-2020 MINNESOTA ENERGY PROGRAMS APPLICATION, you are required to submit the income information. Recertification applications are only mailed to those with fixed incomes and even they must resubmit the information every 3 years.

Q: What information do I need to submit with my application?

A: Income information and bills. Income information for the 3 calendar months prior to the date the application was signed. So if the application was signed in September, we would need income from June, July and August. Fixed income like social security or pension only need one month of documentation but wages and unemployment need all three months. We are required to look at pay dates, not pay periods and gross, not net income. Also current copies of your heat and electric bills.

Q: Do I need my Social Security Number

A: Yes, everyone in the household ages 1 and up will need to provide their Social Security number. If you do not have a Social Security number you will need to provide documentation of acceptable alternatives.

Q: I did not have any income during those three months.

A: You will need to fill out the verification of income and expenses worksheet. You can print the form from our website or you can call us to get one mailed to you.

Q: I already submitted my application but now have more information to send in.

A: You can mail in your info, email it to eap@mnavac.org , drop it off or fax it. Please make sure your name is clearly printed on the documents. It will be put with your file.

Q: The information on my application has changed from last year. What should I do?

A: Cross out any inaccurate information and write in the correct information.

Q: How long will it take to process my application?

A: Applications are processed in the order they are received. Generally it will take between 60 and 90 days to process a complete application. Regardless of when the application is completed, grants and award letters will not be sent until funds become available.

Q: When will funds come in?

A: We do not know exactly when funds will arrive. Our best guess is mid-November or later, as it has been the past few years. Households can visit our website for more information.

Q: Has my application been received?

A: When we receive your application we mail out a confirmation letter letting you know what date your application was received, typically this could take up to a week to receive in the mail. If you do not receive your letter, you can call us at 507-345-6822 and we can look it up.

Q: I submitted my application, can you tell me if it is complete?

A: No, as we process the applications, your information will be reviewed. You will receive a letter requesting further information if it is required.

Q: I have a disconnection notice, can you help me?

A: We do not currently have funds available to assist with disconnection notices. Please check you're your local Salvation Army or County HS for emergency assistance.