

HH:

Referral

Rep#:

Grant amount:

Apply online instead  
**mn.gov/home**



Please use black ink to complete your application. Do not use highlighters on the documents you send.

## 2023-2024 MINNESOTA ENERGY PROGRAMS APPLICATION



Minnesota Valley Action Council Inc.  
706 N VICTORY DR  
MANKATO, MN 56001  
Phone: (507) 345-6822 Toll Free: (800) 767-7139  
FAX: (507) 345-2414  
Website: [www.mnvac.org](http://www.mnvac.org)  
Email: [eap@mnvac.org](mailto:eap@mnvac.org)



Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

**Part 1. Personal Information - Verify all preprinted information on this application is correct. Make changes as needed.**

<b>Your Social Security Number (SSN)</b>	<ul style="list-style-type: none"><li>• Social security numbers (SSN) are required for all household members and will be verified</li><li>• If a valid SSN is not available, another form of documentation is required</li><li>• If any household members are ineligible non-citizens, your household may still receive assistance if at least 1 household member is a citizen or eligible non-citizen</li><li>• We use your SSN to get wage and unemployment compensation information</li></ul>
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<b>Your Legal Name:</b>				MM – DD – YYYY	
.....	.....	.....	.....	.....	.....
First Name	M.I.	Last Name	Date of Birth		

<b>Current Address Where You Live</b>				<b>Mailing Address (if different from address where you live):</b>			
.....	.....	.....	.....	.....	.....	.....	.....
House Number and Street	Apt #	Street or PO Box	Apt #				
.....	.....	.....	.....	.....	.....	.....	.....
City	State	Zip Code	County	City	State	Zip Code	

<b>Language Spoken:</b>	<b>Primary Phone:</b> (.....)	<input type="checkbox"/> Cell phone	<b>Other Phone:</b> (.....)	<input type="checkbox"/> Cell phone
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<b>Email Address:</b>	<b>To contact me (Choose only one)</b> in writing, I prefer: <input type="radio"/> US Mail (letter) <input type="radio"/> Email
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**Authorized Representative:** If you complete this section, the "Authorized Representative" has permission to act for you but cannot sign the application unless legally authorized to do so (e.g. Power of Attorney, Guardian or Conservator). Include documentation with application.

.....	.....	.....		
First Name	Last Name	Phone		
I want the <b>Authorized Representative</b> to get mail on my behalf <input type="checkbox"/> (If checked, enter their address below.)				
.....	.....	.....	.....	.....
Street or PO Box	Apt #	City	State	Zip Code

**YOU MUST SIGN AND DATE THIS APPLICATION AT THE BOTTOM OF THE LAST PAGE**

**Part 2. Household Information**

List all household members, starting with you (non-custodial parents may include their minor children):

REQUIRED			LAST 6 MONTHS		Last date worked MM/DD/YY	Gender write in Ex: Male	Race See Below	Latino/a/x Y/N	Hispanic Y/N	Disabled Y/N	Veteran Y/N
Social Security Number Ex: 555-55-5555	Legal Name First M.I. Last Ex: Pat T. Smith	Date of Birth mm-dd-yyyy	Income/ Benefits Y/N	Number of Employers							
(Self)											

Attach a separate sheet if necessary for any additional household members.

**Race:** A = Asian B = Black or African American I = American Indian or Alaska Native  
 P = Native Hawaiian or Other Pacific Islander W = White M = Multi Race O = Other

- Has any household members' job-related income gone down in the past 6 months? Whose .....  
 For each person, please send most recent full calendar month of income as proof. See instructions for more information.
- Member(s) over 18 with no income? Which member(s) and please explain .....
- Do you want to register to vote or update your registration if you have moved?  Yes  No
- Is anyone in your household currently an employee or board member of this energy assistance agency?  Yes  No
- **How did you hear about Energy Assistance?**  Friends/Family  Newspaper  Billboard  Social Media/Digital Ad  
 Radio  Landlord  County Worker  Veteran's Office  State or County Website  Utility/Fuel Provider  Other .....

**Income, benefits, and other assistance:** For the last full calendar month before signing this application, check all that apply for everyone in your household. Please list all people who have that income or benefit next to that type and **send proof** with this application. See instructions for more information about your type(s) of income or benefit.

<b>Income</b>	Who has this income?	Who has this income?
<input type="checkbox"/> Wages	.....	<input type="checkbox"/> Unemployment Compensation .....
<input type="checkbox"/> Self-Employment/Farm Income/Contractor/Freelancer/Gig	.....	<input type="checkbox"/> Interest or Dividend Income .....
Month and year business started: .....	.....	<input type="checkbox"/> Rental Income .....
Send in IRS 1040 including the signature page and Schedule 1	.....	<input type="checkbox"/> Workers' Compensation .....
See instructions if you did not file a 1040 for this job	.....	<input type="checkbox"/> Contract for Deed Interest .....
<input type="checkbox"/> No income: Please call us (507) 345-6822	.....	<input type="checkbox"/> Other .....
<b>Benefits</b>	Who has this benefit?	Who has this benefit?
<input type="checkbox"/> Social Security Benefits (SSDI, RSDI, SSA)	.....	<input type="checkbox"/> Veterans' Benefits .....
<input type="checkbox"/> Supplemental Security Income (SSI)	.....	<input type="checkbox"/> Tribal Per Capita Payments .....
<input type="checkbox"/> Pension/Annuity (including quarterly & annual)	.....	<input type="checkbox"/> Tribal Judgments or Tribal Bonus .....
<input type="checkbox"/> Retirement Income (including IRA, etc.)	.....	<input type="checkbox"/> Long/Short-term Disability (Not SSDI) .....
<input type="checkbox"/> Minnesota Family Investment Program (MFIP or TANF)	.....	<input type="checkbox"/> Alimony or Spousal Support .....
<input type="checkbox"/> General Assistance (GA) – <b>Cash benefits</b>	.....	<input type="checkbox"/> Diversionary Work (DWP) .....

**No proof required:**  
 Child Support - Monthly amount \$ .....  Food Support  
 Earned Income Tax Credit  Minnesota Supplemental Aid (MSA)

**Your application will be delayed if you do not send all required proof of income.**

**Part 3. Housing Information**

I live in a:  House  Apartment/Condo  Townhouse  Mobile Home  Duplex  Triplex  Fourplex  Other.....

How long have you lived in your current home? ..... Years ..... Months How many people live in your home?.....

I pay:  Rent  Mortgage  Lot rent  No monthly payment

What is the total monthly amount you pay: \$.....required

<p><b>I am a renter:</b> Do you get a rent subsidy or do you live in subsidized housing? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Is heat or electricity included in your rent? Check those that apply: <input type="checkbox"/> Heat <input type="checkbox"/> Electric</p> <p><b>Landlord Information</b></p> <p>Name:.....</p> <p>Phone (.....).....</p> <p>Street or PO Box..... Apt#.....</p> <p>City..... State..... Zip Code.....</p>	<p><b>I am a homeowner:</b> Do you own or are you buying your home? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If your furnace/heating system is currently <b>NOT</b> working, check this box: <input type="checkbox"/> Call us immediately at (507) 345-6822 if your furnace/heating system is not working.</p> <hr/> <p><b>Renters and Homeowners:</b> If you are self-employed, is the business at your home? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If <b>Yes</b>, what kind of business and what work is done in your home or on your property? .....</p> <p>Do you rent part of your home to anyone? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Do you share your fuel tank or energy meter with another household? <input type="radio"/> Yes <input type="radio"/> No</p>
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**Part 4. Energy Providers**

**Water Assistance is no longer available as of August 30, 2023**

**What companies supply heat and electricity to your home?**

Send a copy of your last bills and/or fuel receipt with this application.

	Main Heating	Other Heating	Electric	Solar Garden
<b>Company Name</b>				
<b>Fuel Type:</b>	<input type="radio"/> Natural Gas <input type="radio"/> Propane <input type="radio"/> Oil <input type="radio"/> Biofuel <input type="radio"/> Steam	<input type="radio"/> Natural Gas <input type="radio"/> Propane <input type="radio"/> Oil <input type="radio"/> Biofuel <input type="radio"/> Steam	<input type="checkbox"/> Main heat source is electricity	
<b>Account Number:</b>				
<b>Name on Account:</b>				

Unless indicated below, we will split your benefit. 70% will be paid to your main heating company and 30% to your electric company.

**OPTIONAL:** If you want your benefit paid differently, please indicate below:

All to main heating  All to electric  Other: .....

**If you heat with wood or other biofuel:**  
 Biofuel you use -  Wood  Pellets  Corn  Other  
 What percent of your heat does this supply?.....%  
 How many bedrooms are in your home?.....  
 Do you supply your own wood/biofuel?  Yes  No

**Energy Emergency** - If you have an emergency right now, check the type of situation below and send a copy of the notice:

Already disconnected. Company:.....Disconnect Date:.....

Received disconnect notice. Company:.....Date Scheduled:.....

Fuel tank empty (or less than 20% in tank) and payment on delivery required. What % is in your tank today:..... Tank size:.....

**Contact your energy company to set up a payment plan.**

1. Are you interested in having a FREE energy audit done by the MVAC Weatherization Program?

Yes

2. MVAC can assist you and members of your household or provide information in other areas. (Circle all that apply)

Food Support (SNAP) Head Start Housing Programs Employment & Training County Resource

List Other: \_\_\_\_\_

3. Health Insurance(s) you and/or your family have: (circle all that apply): Medicaid Medicare State Chip  
MN Sure Military Direct Purchase Employment based No health insurance

4. Best way to reach you if we have additional questions: (circle one)

US Mail Phone Email \_\_\_\_\_

Missing or incorrect information will delay the processing of your application. Make sure all pre-printed information is reviewed, corrected and all questions are answered. The application needs to be signed and dated for application processing to begin.

Your natural gas or electric service can be disconnected in the winter months. Please continue to pay your utility bills. To avoid disconnection of services, consider applying for Cold Weather Rule protection with your utility companies, arrange a payment plan and make regular payments.

**If you need help completing this application call 1-800-767-7139 or 507-345-6822.**

**For more information about MVAC and the services we offer visit our website at [www.mnvac.org](http://www.mnvac.org)**

01COLQ24-23

**Part 5. Consent and Signature for October 1, 2023 to September 30, 2024**

1. I give my consent for my heating and electric companies to give data about my account and energy use to the Minnesota Department of Commerce (Commerce) and Commerce’s contractors for the Energy Assistance Program (EAP), the Weatherization Assistance Program (WAP) and the Conservation Improvement Program (CIP).
2. I authorize the Social Security Administration, the Minnesota Department of Human Services and its affiliated agencies, and the Minnesota Department of Employment and Economic Development to share data concerning my Social Security Number, public benefits received, and income within the last year for eligibility for benefits with Commerce and Commerce’s contractors for EAP, WAP and CIP.
3. I authorize Minnesota EAP, WAP, and CIP to:
  - Contact my employer to verify my income.
  - Contact my landlord to confirm my residency and/or heating source if I am a renter.
4. I authorize my EAP, WAP and CIP Service Providers to contact me for outreach and referral.
5. By signing, I affirm that all data in this application is correct. I also acknowledge that:
  - I currently reside at the address listed on this application.
  - I am signing on behalf of all household members.
  - I may have to prove my statements.
  - I may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.
  - I have rights under EAP, WAP, and CIP. I have received a copy of the “Privacy Notice and Your Rights and Responsibilities” and agree to its terms and conditions.
  - I may appeal local Energy Programs Service Provider decisions about my benefits.
  - I understand that missing information will delay determining if I qualify for help.
  - I understand that my Service Provider may be able to help pay past due energy bills and/or make a payment plan with my energy companies.
  - I understand that filling out this application does not guarantee that my household will receive assistance.
  - I am an adult, emancipated minor, or a minor head of a household with no adults or emancipated minors.

**Print Name:** .....

**Signature:** ..... **Today’s Date:**.....

**All applications must be postmarked or received by EAP on or before May 31, 2024. Your application must be postmarked or received within 60 days of the date you sign it. Apply early, funds may run out.**

## 2023-2024 MINNESOTA ENERGY PROGRAMS APPLICATION

The Minnesota Energy Programs Application is available in Hmong, Somali, Spanish, Vietnamese, or in large print from your Service Provider or online at [mn.gov/home](http://mn.gov/home)

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### This application is used to apply for these programs:

- Energy Assistance Program (EAP)
- Weatherization Assistance Program (WAP)
- Conservation Improvement Program (CIP)

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### How to fill out this application

- Read all the information in this application.
- Fill in all the information for everyone living in your home. ALL people living in the home are household members if they share the kitchen or other living areas in the home.
- Complete and turn in the application, income proof, and other documents to your Service Provider.
- We must have the complete application to determine if you qualify for help.

If you need help filling out this application, call your local EAP Service Provider. Their telephone number is listed on the first page of the Minnesota Energy Programs Application.

Si necesita ayuda para completar esta solicitud, comuníquese con su proveedor de servicio del PAE local. El número de teléfono se encuentra en la primera hoja de la solicitud de los Programas de Energía de Minnesota.

Haddii aad uga baahan tahay caawin buuxinta codsigan, wax Bixiyahaaga Adeega EAP ee maxaliga ah. Lambarka taleefankooda wuxuu ku qoran yahay bogga koowaad ee Codsiga Barnaamijyada Tamarta ee Minnesota.

Yog koj xav tau kev pab sau daim ntawv thov no, hu rau Tus Neeg Muab Kev Pab EAP hauv koj cheeb tsam. Lawv tus xov tooj yog teev rau ntawm thawj nplooj ntawm Daim Ntawv Thov Minnesota Cov Khoo Kas Pab Them Nqi Hluav Taws Xob.

Nếu quý vị cần hỗ trợ để điền vào đơn đăng ký này, hãy gọi cho Nhà Cung Cấp Dịch Vụ EAP tại địa phương của quý vị. Số điện thoại của các nhà cung cấp được liệt kê trên trang đầu tiên của Đơn Đăng Ký Chương Trình Năng Lượng Minnesota.

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### Send income proof

- Send proof of all gross income received by all people in your household in the last full calendar month before the month you sign your application. Send copies, originals will not be returned.

Application signed in:	Send proof of gross income received in:
August 2023	July 2023
September 2023	August 2023
October 2023	September 2023
November 2023	October 2023
December 2023	November 2023
January 2024	December 2023
February 2024	January 2024
March 2024	February 2024
April 2024	March 2024
May 2024	April 2024

Household income cannot be more than these income guidelines for 1 month:	
Household Size	Income
1	\$2,722
2	\$3,559
3	\$4,397
4	\$5,235
5	\$6,072
6	\$6,910
7	\$7,067
8	\$7,224
9	\$7,381

### What proof to send

- **Wages:** EAP may use your SSN to verify wages reported by your employer. We may ask you to provide check stubs or other verification if we are unable to verify your wages. If your income has recently gone down you will need to provide proof of your most recent full calendar month of wages from the month before you sign your application.
- **MFIP, GA, DWP:** County statement showing monthly amount or bank statements.
- **Spousal Support or Alimony:** Check copies, bank statements, or a note signed by the payor stating the payment amount and dates, or other proof of amount received.

- **Veteran's Benefits, Social Security, RSDI and SSI:** Award letters, bank statements showing direct deposits, or check copies.
- **Workers' Compensation, Short Term and Long Term Disability:** Benefit award notice, copies of workers' compensation or disability checks, workers' compensation records, or attorney's records.
- **Unemployment Compensation:** EAP may verify this income for you. If we are unable to verify, you will need to provide proof.
- **Self-Employed, Farm, and Rental Income:** IRS 1040 including the signature page and Schedule 1. If you did not file taxes, call your Service Provider and ask for a Self-Employment Form.
- **Interest, Dividends:** Bank statements, IRS-1099, or IRS-1040.
- **Retirement Income including IRA income:** Benefit checks/stubs, bank statements or award letter.
- **Pensions and Annuities:** Benefit checks/stubs, bank statements or award letter.
- **Tribal Per Capita, Bonus, or Judgment Payments:** Benefit checks/stubs, bank statements or award letter.
- **No Income:** If your household has no income and no one is self-employed, call your Service Provider.

**\*\*Please send copies of your income proof. Originals will not be returned\*\***

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### What happens next?

- Your local Service Provider will review your application and contact you if they need additional information.
- If they have all the necessary information, your Service Provider will process the application as quickly as possible, and you will receive a letter telling you if you can get help.
- If approved, we will pay your benefit to the companies listed on your application.
- If denied, we will tell you the reason and how you may reapply or appeal the decision.

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### Energy emergency help

The Energy Assistance Program may be able to help if you have an energy emergency. Contact your Service Provider if:

- Your heat or electric is shut off or will be shut-off
- You are unable to get a fuel delivery
- You own your home and your furnace is not working

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### Social Security Numbers (SSNs)

SSNs are required for all applicants unless you are applying as an eligible non-citizen (for example, a permanent resident, asylee, refugee, etc.). If you do not provide valid social security numbers or immigration documents, we cannot process your application. If you are an eligible non-citizen, you may be able to apply without an SSN. Contact your Service Provider to find out the required documents. If you or some members of your household are ineligible non-citizens, your household may still get help if any household member is a citizen or eligible non-citizen. Contact your Service Provider for details. The State will use SSNs in the administration of EAP to check identity, prevent duplicate participation, and determine eligibility for public benefits. Your SSN will also be used to obtain wage and unemployment compensation information from the Minnesota Department of Employment and Economic Development (DEED), verify information you give us on the application, and to prevent, detect, and correct fraud, waste, and abuse.

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### Non-Citizen Applicants

To get help from Minnesota Energy Programs, you must be a citizen or in the United States (US) legally. **Energy Assistance benefits are not counted in public charge determinations.** You can apply and get help for eligible household members, even if you or some household members are not eligible because of immigration status. Members of your household who are eligible non-citizens must show proof of their immigration status. Give a copy of both sides of immigration cards or other documents that show immigration status for every household member who is an eligible non-citizen. All household members, regardless of immigration or citizenship status, must provide their income information, but only those who are citizens or eligible non-citizens will be counted as household members. Contact your Service Provider to find out what is required for your situation. **We do not share information about you with the US Citizenship and Immigration Services (USCIS) without your permission.**

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### Weatherization Assistance Program (WAP) Income Eligibility Guidelines

You may be eligible for the Weatherization Assistance Program (WAP) even if your household's income is higher than the EAP limits. WAP provides free home energy upgrades to income-eligible homeowners and renters to help save energy and make your home a healthy and safe place to live. For information, visit <https://mn.gov/commerce/consumers/consumer-assistance/weatherization> or call **1-800-657-3710**

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### Cold Weather Rule Protection

If you use natural gas or electricity to heat your home or you need electricity to operate your thermostat or furnace fan, you may be eligible for Cold Weather Rule protection between October 1 and April 30.

- The Cold Weather Rule helps protect your service from disconnection or can help you get your service reconnected.
- **To get Cold Weather Rule protection, you MUST contact your energy companies and make and keep a payment plan. If you miss a payment, you lose your protection and you could lose your heat.**
- If you receive Energy Assistance, you pre-qualify for Cold Weather Rule protection. The Energy Assistance Program is not a payment plan and will not replace what you need to pay.
- Your Service Provider can help you make a reasonable payment plan with your energy companies.

# Privacy Notice and Your Rights and Responsibilities

## Privacy Notice

**Privacy Act Provisions:** Federal and state laws require us to tell you about your rights and responsibilities before we collect and use information about you that is classified as private or confidential. This form provides you with important information that complies with the federal Privacy Act of 1974, 5 U.S.C. § 552a(e)(3) and the Minnesota Government Data Practices Act, Minn. Stat. § 13.04, subd. 2 (also referred to as a Tennessee Warning).

Please read this *Privacy Notice* carefully before completing and signing the *Minnesota Energy Programs Application*, and keep this *Privacy Notice* in your records for future use. This *Privacy Notice* applies to the Energy Assistance Program (EAP), Weatherization Assistance Program (WAP) and Conservation Improvement Program (CIP), also known as Energy Programs.

### Why do we collect the information on the application?

We will use your information to research, evaluate and administer the Energy Programs. We need the information:

- To know you from other individuals.
- To see if you qualify for assistance.
- To allow us to get federal or state funds for the assistance you receive.
- To meet federal or state reporting requirements.

### Do you have to give us the information?

You have the right to not give us the information we ask for.

### What happens if you give or do not give us information?

If you give us the information requested on the application, your application will be processed. If you do not give us that information:

- Your application will not be processed.
- You might not receive services.
- You might not receive help with energy bills.
- Your services might be delayed.

We will keep whatever information you give us, whether or not your application is approved.

### Who may see this information?

The following persons may receive information contained in your Energy Programs application if: (i) they need access to the application information to do their jobs in connection with the Energy Programs (EAP, WAP, and CIP), or (ii) they are otherwise authorized by federal or state law to receive it, or (iii) they use the information for reports, to measure outcomes, and for referrals and eligibility purposes:

- Local Energy Programs Service Providers under contract with the Minnesota Department of Commerce (Commerce).
- Community Services Block Grant and Minnesota Community Action Grant Service Providers under contract with Commerce.
- Program auditors as required or permitted by Office of Management and Budget (OMB) guidance.
- Minnesota Departments of Administration, Commerce, Employment and Economic Development, Health, Housing Finance Agency, Human Services, Revenue and MN.IT Services.
- United States Departments of Health and Human Services and Energy.
- Minnesota Public Utilities Commission.
- Minnesota Legislative Auditor.
- Persons so authorized pursuant to court order.
- Your energy companies for affordability and Energy Programs.
- Minnesota Community Action Partnership.
- United States Social Security Administration.
- Other agencies or entities as allowed by federal or state law.

### Why do we collect Social Security Numbers?

We use Social Security Numbers in the administration of the Energy Programs (EAP, WAP, and CIP) to assure eligible applicants and their household members receive only allowable benefits. Federal law allows us to require you to disclose your Social Security Number in order to process your application and to prevent, detect and correct fraud and abuse. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i). All applicants (except eligible non-citizens) are required to provide a verifiable Social Security Number in order to process your application.

### Why do we ask for information about your race?

This is voluntary information. It is compiled and recorded for statistical purposes only. The program cannot discriminate for reason of race or ethnic background, religion, gender, sexual orientation, or political affiliation.

# Your Rights and Responsibilities

## You have certain rights to get help:

You have the right:

- To apply again if you get denied.
- To apply for more help if you need it.
- To know what the rules are and how we decide what help you get.
- To receive a response within a reasonable time of submitting all information.
- To appeal within 30 days after you are sent the results of your application if:
  - You receive a denial letter and think we used the wrong information to make the decision.
  - You do not receive the help you were promised.

## You have these responsibilities:

You must tell us if you or any member of your household:

- Received help with your energy bills earlier this winter.
- Move to a new address (tell us within 30 days of the move).
- Change your fuel dealer or gas or electric companies.

**This program may pay only part of your heating and electric bills. You are responsible to pay the rest.**

## What if you think the information in your file is wrong?

Talk to your local EAP Service Provider about what you think is wrong in your file.

## What happens if you give false information?

The local EAP Service Providers or the Minnesota Department of Commerce may check and verify any of the information contained on your application or otherwise provided. You may be denied Energy Program benefits if you provide incomplete or false information. You may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements on your application.

## How to submit a complaint:

If you think your energy payment was not what it should be or you did not get the services you thought you would, you may contact the local EAP Service Provider listed on the application. If you are not satisfied with their answer, you may write an appeal letter to the local EAP Service Provider. Keep a record of their address and telephone number.

If you are not satisfied with their response to your appeal, write to:

Appeals Officer  
Energy Assistance Program  
Minnesota Department of Commerce  
85 East 7th Place, Suite 280  
St. Paul, MN 55101-2198

If you feel you have been treated differently because of your color, race, national origin, religion, sex, gender, age, marital status, political beliefs, or physical, mental or emotional disability, write to one of the following:

Minnesota Department of Human Rights  
Grigg's Midway Building  
540 Fairview Ave. N, Suite 201  
St. Paul, MN 55104  
<https://mn.gov/mdhr/>

-OR-

U.S. Department of Health and Human Services  
Office for Civil Rights, Region V  
233 North Michigan Avenue, Suite 1300  
Chicago, IL 60601  
[www.hhs.gov/ocr/civilrights/complaints](http://www.hhs.gov/ocr/civilrights/complaints)