



Department of Human Services (DHS)
2025/26 Low Income Home Energy Assistance Program (LIHEAP) Season

Important Facts for you to help your customers

The LIHEAP Client Helpline 866-857-7095 is for customers to ask for an application or check on it.

- This season opens **Monday, November 3, 2025**, and will continue through **Friday, April 10, 2026**.
- Customers who received a LIHEAP grant last season will receive a 2025/26 LIHEAP application or COMPASS postcard in the mail before the start of the new season. These documents have a COMPASS registration number that allows only these customers to apply online before the start of the season.
- Customers who didn't receive LIHEAP last season may request an application on or after November 3 by:
 - Applying on-line at www.compass.state.pa.us (on or after November 3, 2025),
 - Contacting their local County Assistance Office (CAO) by phone or in person, or
 - Calling the **LIHEAP Client Helpline at 1-866-857-7095**.

LIHEAP Cash grants:

- A household receives only **one regular LIHEAP Cash** grant per heating season.

NOTE: The \$100 supplement that some LIHEAP customers received in August or September 2025 was issued with last season's funds and doesn't affect eligibility for LIHEAP during the 2025/26 season.
- 2025/26 Cash grants range from \$200 minimum to \$1,000 maximum based on region, the household's annual income, heating type and the number of people living in the home.

LIHEAP Crisis grants:

- 2025/26 Crisis grants range from \$25 up to a season-maximum of \$1000.
- All requests for a Crisis grant must be made **by the customer to a CAO**.
- Eligibility is based on the existence of a heating emergency where the household is without heat or is **within 15 days** of being without heat caused by lack of fuel or utility termination.
- Customers who are on automatic delivery may receive help with LIHEAP Crisis if they contact their CAO to express a need for help with LIHEAP Crisis before an automated delivery resolves their emergency.
- NEW: A customer's fuel credits must be applied/expended before LIHEAP Crisis can be authorized. An exception is if the funds can be used for repairs/service by the vendor.
- Crisis grants are authorized based on the amount needed to resolve a specific emergency such as preventing termination of a utility service or the quantity of fuel needed to fill the tank **one time**.
- The maximum Crisis \$ available to the customer will be provided by the CAO at the time of the pledge.
- A vendor must apply LIHEAP Cash grant credits received prior to the LIHEAP Crisis pledge date toward a LIHEAP Crisis claim. (The Cash grant date is listed on vouchers as the Treasury Pay Date.)
- A customer who applied for a LIHEAP Cash grant does not need to submit a separate application for a Crisis grant **unless** the customer moved to another address or a new person moved into their household.
- A customer may be eligible to receive several Crisis authorizations during the season if they encounter a heating emergency multiple times. The combined total may not exceed the season maximum of \$1000.

IMPORTANT:

- LIHEAP customers must request help from LIHEAP Crisis funds from a CAO and then a CAO representative must contact a vendor to authorize LIHEAP Crisis every time a request is made.
- LIHEAP Crisis will not pay for a delivery that was not authorized by the CAO or if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment.

NOTE: Weatherization could include repair of broken heating equipment. Customers should contact their CAO.

The LIHEAP Helpline for Customers is 1-866-857-7095