



## Delta Gas HEA Slots Program

Delta Gas' HEA program is a slots-based program. This means that there are a limited number of slots for each county and for each benefit type. Approved applicants are *approved to be added to the waitlist* and may be prioritized for a slot if one is available in their county and they meet all eligibility requirements. Applicants are selected from the waitlist based on lowest income first. **An approved application is not a guarantee of a benefit.**

### Eligibility:

- Household income must be at or below **200% Percentage of Poverty**
- Must be an active residential customer of Delta Gas with service connected at the residence where benefits will be credited
- Must provide the utility with access for monthly meter readings
- Does not reside in a multi-unit single metered building

### Benefits:

| Benefit Type | Monthly Benefit Amount | Benefit Months         |
|--------------|------------------------|------------------------|
| Gas Only     | \$150                  | January-February-March |

### Enrollment:

- Clients on the waitlist who are selected for a slot are sent to the utility. The utility will verify the client has an eligible residential account, and if so, will designate the account as enrolled.
- Once enrolled, clients should expect to see a credit on their Delta Gas bill.
- Once enrolled, it is possible to be removed from the program. If the account that was used to apply is disconnected, the account will be removed from the program by the utility. There will be no notification if a client is removed.
- If service is moved to a new address, the original account used to receive benefits is *closed* and no longer receiving benefits. Clients who move may reapply to the program with their new account number and household information if it is determined that they were removed from the program. The new application will be subject to all eligibility requirements and will not be prioritized for enrollment.

### Help:

- For an update on the status of the application, clients can contact their Community Action office where they applied and be informed of their status (Approved, Waitlist, Enrolled, Rejected, Removed)
- If a client is **enrolled** but has questions about their credits or bill, they should contact Delta Gas.