W-1102 (08/2026)

STATE OF CONNECTICUT DEPARTMENT OF SOCIAL SERVICES

NOTICE OF APPLICANT RIGHTS AND SERVICE AVAILABLILITY

* * READ AND KEEP THIS NOTICE * *

This notice has the information you will need to understand your rights and the services that you may be able to receive from the Connecticut Energy Assistance Program (CEAP).

CONNECTICUT ENERGY ASSISTANCE PROGRAM (CEAP) IMPORTANT DATES

November 2, 2026	First day for fuel deliveries that can be paid by the program.
April 1, 2027	Last day for fuel authorizations for deliveries.
May 31, 2027	Last day that a household can apply for CEAP benefits.
June 17, 2027	Last day to submit deliverable fuel bills.

Your household is applying for energy assistance. The program is funded by the Department of Social Services (DSS) and operated by the Community Action Agency (CAA) Network. . All applications submitted by mail must be postmarked by May 31, 2027, to be processed for program eligibility. **Benefits may only be provided if funds are available.** This is not an entitlement program. If funds are not available, the state will close the program.

You will receive a determination notice postmarked within forty-five (45) calendar days once your application is received and processed by a CAA (excluding state designated holidays). If you do not receive a determination notice within forty-five (45) calendar days, call the CAA where you applied.

You have the right to a desk review if: you have been denied assistance; you are not notified of a decision within forty-five (45) calendar days; or you are refused some, or all, of your benefits. Any desk review request must be made in writing to the energy office where you applied for benefits. Requests for desk reviews must be submitted within sixty (60) days of the decision, or by September 30, 2027, whichever comes first.

If you do not agree with the results of the desk review, you have the right to a fair hearing. A fair hearing request must be mailed to the Department of Social Services, Administrative Hearings Office, 55 Farmington Avenue, Hartford, CT 06105 or faxed to (860) 424-5729, within sixty (60) days of the desk review decision.

ELIGIBILITY

Eligibility for benefits is based upon the household's total gross annual income and household size. Benefits are available for households whose income does not exceed 60% of the state median income. Below is the table showing the maximum allowable income for CEAP, based on household size.

Household Size	1	2	3	4	5	6	7	8
Annual Income	$48,714	$63,703	$78,692	$93,681	$108,669	$123,658	$126,469	$129,279

You must establish income eligibility by providing proof of income for all household members, specifically:

- **Employment Income:** Provide income documentation from the thirty (30) days before the date of application or from four (4) consecutive weeks within the three (3) months period before the date of application.
- **Self-Employment Income:** Provide six (6) or twelve (12) full calendar months' income documentation and the most recently filed IRS Form 1040 (with all appropriate Schedules, including C, D, E, SE, K, etc.).
- **Additional Income:** Required proof depends on income type, i.e.
  - Social Security, unemployment, or Veterans' benefits: Award letter(s), statement showing direct deposits, or copy of a recent check.
  - Contributions from friends / relatives: Signed statement(s) from friends / relatives who are contributing to your household's income.
  - Pensions or annuities: Statement or signed statement (on official letterhead) from income source, or IRS Form 1099.
  - Rental income: Copy of a recent check, rent stub(s), or lease agreement.
  - Alimony, child support, or adoption benefits: Bank statement showing direct deposits, copy of a recent check, award letter(s), etc.

Any household that makes direct vendor payments for heat and all members of the household participate in one (1) or more of the following assistance programs are considered "categorically eligible" and will be not required to provide proof of income.

1. Temporary Family Assistance (TFA)
2. State Supplement to the Aged, Blind and Disabled
3. Refugee Cash Assistance Program
4. Supplemental Nutrition Assistance Program (SNAP)
5. Supplemental Security Income (SSI)
6. Veterans means-tested Benefits (Pension for veterans of a period of war, Survivor(s) Pension (spouse and child(ren)), Parents' Dependency and Indemnity Compensation).

All other program requirements must be met for categorically eligible households to receive benefits. If you are determined eligible, your household will be notified in writing.

If the household includes members who are not categorically eligible, only those members will be required to provide proof of income. The household's application will not be considered complete until the required income verification is provided for non-categorically eligible members.

DELIVERABLE FUEL HEATED HOUSEHOLDS

To be eligible for energy assistance, bills must be in the name of the applicant(a household member age eighteen (18) years or older and if under eighteen (18)an emancipated minor). The CAA may authorize deliveries on your behalf. All deliveries authorized by the CAA will be paid up to your benefit amount. Deliveries must be made to the service address that is listed on the energy assistance application.

If you are determined to be eligible and are in need of a fuel delivery, you must contact your local CAA to request an authorization for delivery.

Automatic delivery or obtaining fuel on your own behalf is permitted, if it is within the above-stated program dates, and the delivery is provided by an approved vendor. However, **payment can only be guaranteed if the delivery is authorized by the local CAA**.

Automatic delivery customers must notify their fuel vendor of their eligibility to ensure payment for delivery is made on their behalf.

Deliverable fuel households who wish to receive reimbursement for heating bills paid during the program year must provide deliverable fuel bills that document all the information above and must be for one (1) delivery made within the identified program dates. Reimbursement for client-paid bills will only be made from a household's basic benefit and will be paid to the household's fuel vendor. Bills must list the delivery date, retail price per gallon and the number of gallons delivered.

You have the right to select a fuel vendor from the approved vendor list. You may change vendors during the energy assistance season at your discretion, so long as the chosen vendor is on the approved vendor list. The list is maintained by DSS and kept by the CAA.

Vendors cannot charge you the difference between their retail price and the price determined in accordance with their supplier/vendor conditions of participation form.

BASIC BENEFITS

If you are determined eligible, your household will be approved for a basic benefit. Your notification of eligibility will identify the amount of the basic benefit. If your household has a member who is elderly (age sixty (60) or over), disabled or under six (6) years of age, your household will be considered as **vulnerable** and will be eligible for a higher basic benefit.

Any heating costs incurred outside the identified periods exceed your benefit award, or after funds are exhausted, are your household's responsibility.

CRISIS ASSISTANCE (DELIVERABLE FUEL HEATED HOUSEHOLDS ONLY)

Should you exhaust your basic benefit, you may be eligible to receive crisis assistance benefits of up to **$430.** During the program year, all eligible households may receive up to three (3) Crisis Assistance benefits. **If you are determined eligible and are in need of a fuel delivery, contact your local CAA to request an authorization for delivery.**

UTILITY HEATED HOUSEHOLDS

You must provide a current utility bill (gas or electric), or a copy of a bill for your primary heating source. The bill must be in the name of the applicant (a household member age eighteen (18) years or older and if under eighteen (18) an emancipated minor).. The bill must be for the service address that is listed on the energy assistance application.

Payment will be sent directly to your utility company. Should the basic benefit exceed your utility charges for service incurred from November 1, 2026 – May 31, 2027, the excess benefit shall be refunded to DSS.

HOUSEHOLDS WITH HEAT INCLUDED IN THE RENT (RENTAL ASSISTANCE)

This benefit is provided to those qualified households where heat is included in their rent payment and owner-occupied dwelling units that do not have their primary source of heat individually metered or separately billed to their household. If you are determined eligible, your household will be approved for a rental assistance benefit. Your notice of eligibility will identify the amount of your rental assistance benefit. The rental assistance benefit will be sent to your household in the form of a check you must cash or deposit the check before the void by date printed on the check**.** The check will be voided and will not be re-issued if not cashed or deposited before the check expires.

OTHER

Please note that non-qualified aliens are not eligible for federally funded CEAP benefits. Applications for households that include both non-qualified aliens and citizens/qualified aliens may be processed. However, any non-qualified aliens will not be included in the count of the household size, although their income will be counted.

If you are determined eligible, you may request a clean, tune and test (CTT) for your heating system. You may also receive assistance if you are a homeowner and your heating system, and/ or oil tank is inoperable or unsafe. Please contact your local CAA for more information.

Persons who misrepresent their circumstances when applying for energy assistance are subject to prosecution and/or repayment of any benefits provided, following the completion of an investigation and final determination by the Department's investigations division, and are prohibited from participation for the remainder of the current program year and for the two (2) program years following the year in which the misrepresentation occurred.

Households whose primary heat is a deliverable fuel, or natural gas must provide a copy of the current electric bill unless it is verified that the bill is in the landlord's name.

Information regarding your application may be used for the purpose of providing weatherization services. Information that you provide during the eligibility process may also be provided to other programs operated by the CAA, DSS, or the Connecticut Department of Energy and Environmental Protection (DEEP). To comply with federal or state reporting requirements, DSS and DEEP may use your eligibility information you provided. DSS, DEEP and the CAA will also use your information to connect you to additional services. In addition, information may be provided to the U.S. Department of Health and Human Services, the U.S. Department of Energy, or any of their duly authorized representatives for the purpose of review, audit, or evaluation. Your deliverable fuel vendor, and your electric company may be required to provide energy consumption information to assist in determining the energy burden of your household.

Your household may also qualify under Connecticut law for the Winter Protection Program. If so, your electric service may not be disconnected between November 1, 2026, through May 1, 2027. Contact your utility company for more information. Should you have additional questions regarding assistance, please contact your local CAA.

DHHS NON-DISCRIMINATION STATEMENT:

The Department of Social Services and its administrative partners at the Community Action Agencies (CAAs) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. The Department and the CAAs do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Department of Social Services:

1. Provides free aids and services to people with disabilities to communicate effectively with us, such as:
    - Qualified sign language interpreters
    - Information in other formats (large print, audio, accessible electronic formats, other formats)
2. Provides free language services to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information in other languages

If you need these services, contact your local CAA or the Department of Social Services Benefits Center at 1-855-626-6632.

If you believe that the Department of Social Services or the CAAs have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the DSS ADA Coordinator (see contact information below). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the ADA Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at the contact information below:

CT NON-DISCRIMINATION STATEMENT:

You have the right to make a discrimination complaint if you think we have taken action against you because of your race, color, religion, sex, gender identity or expression, marital status, age, national origin, ancestry, political beliefs, sexual orientation, intellectual disability, mental disability, learning disability, or physical disability, including, but not limited to, blindness.

An individual with a disability may request and receive a reasonable accommodation or special help from the Department of Social Services when it is necessary to allow the individual to have an equal and meaningful opportunity to participate in programs administered by the Department.

If you asked for an accommodation or special help and we refused to provide it, you may make a complaint to the Department's ADA Coordinator or any of the agencies listed below:

Commissioner of Social Services Attn: ADA Coordinator 55 Farmington Avenue Hartford, CT 06105-5033 Ph: (860) 424-5040, Fax: (860) 424-4948 TDD: (800) 842-4524 Toll Free: (800) 842-1508 Email: AffirmativeAction.DSS@ct.gov	**Connecticut Commission on Human Rights and Opportunities** 450 Columbus Boulevard, Suite 2 Hartford, CT 06103 Ph: (860) 541-3400, Toll free: (800) 477-5737 TDD: (860) 541-3400, Fax: (860) 246-5265 https://portal.ct.gov/CHRO	**U.S. Dept. of Health and Human Services, Office for Civil Rights** JFK Federal Building, Room 1875 Boston, MA 02203 Ph: (617) 565-1340, Toll free: (800) 368-1019 TTY: (800) 537-7697, Fax: (617) 565-3809 http://www.hhs.gov/ocr/office/file/index.html