

## The Weatherization Assistance Program

The goal and the purpose of the Weatherization Assistance Program is to create a safe, energy-efficient, and comfortable home environment for the low-income families served. Priority is placed on providing assistance to the elderly, individuals with disabilities, families with children, residential energy users, and households with high energy burdens. Services provided by this program will reduce total residential expenditures allowing the families served an opportunity to become self-sufficient.

Weatherization providers conduct digital and manual energy audits using diagnostic equipment to determine the most cost-effective weatherization improvements for each dwelling. Improvements may include:

- Installing insulation in walls, floors, and attics
- Reducing air infiltration and pressure imbalances
- Sealing and repairing ducts
- Replacing or repairing heating and cooling units

### The four main benefits to having your home weatherized:

- Savings on your monthly utility bills!
- Knowing that your home has been checked for carbon monoxide!
- A more comfortable and energy efficient home!
- Reduced energy consumption means fewer greenhouse gasses and a healthier environment !

## How to Apply for Weatherization

The HEAP and Weatherization programs have the same application process. Be sure to indicate in the appropriate area of the application that you are requesting Weatherization Services. All other information is still required...

- **Current Utility Bill**
- **Proof of all Household Income:** Income must be consecutive for a one month period and no older than 60 days from date of application (anyone age 18 and older claiming no income, must sign a "Income Survey" form).
- **Proof of Citizenship** (Birth certificate, Passport, Permanent Resident Card, Military Discharge Papers)

If you are a home owner, proof of ownership (copy of grant deed, property tax bill, copy of mortgage bill, etc.) will need to be submitted with the application.

If you are renter, you will need to complete the "Weatherization Service Agreement Form" in the application packet and have the home owner fill out the bottom portion.

420 East Laurel St.  
Willows, CA 95988

604 East Walker St.  
Orland, CA 95963

Phone: 530-934-6510 or  
1-800-287-8711  
Fax: 530-934-6711

### Glenn County HRA

160 2nd St.  
Hamilton City, CA 95951



Colusa-Glenn-Trinity  
Community Action Partnership



*Serving Families in Glenn,  
Colusa, and Trinity Counties*

## Home Energy Assistance Program (HEAP) & Weatherization



Glenn County Human  
Resource Agency

HEAP Voicemail:  
(530) 934-1484 for English  
(530) 865-6138 para Español

[www.hra.co.glenn.ca.us](http://www.hra.co.glenn.ca.us)  
"Se habla español"



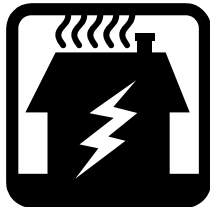


# HEAP and Weatherization Services

## Home Energy Assistance Program

The Home Energy Assistance Program provides utility assistance to eligible households in **Colusa, Glenn and Trinity Counties**. Utility assistance can help households in meeting their energy costs. Assistance is in the form of either

- A credit on your electric/gas utility bill,
- A credit on your propane/oil account, or
- A wood voucher.



### Eligibility

An eligible household is a household whose gross annual income is below the qualifying income limits.

*\*Income eligibility does not guarantee assistance. Assistance is based on income and a priority points system used by the agency to determine families with the most risk factors.*

An eligible household may only be assisted one time each year.

## Frequently Asked Questions

### *Is a social security card and I.D. acceptable proof of citizenship?*

No; acceptable forms of proof are copies of a birth certificate, passport, permanent resident card, military discharge papers, tribal registration card, please ask about other acceptable forms.

### *What if I use wood to heat my home?*

When completing the application, please indicate that you are requesting wood assistance and list your provider. A wood voucher will be issued to eligible clients. Wood providers may need to complete a W-9 to receive payment.

### *I can't find my birth certificate but applied last year, can you just pull it from my file?*

No; due to the large volume of applicants, HEAP staff cannot pull documents from client files or from other departments within the agency.

### *Does the utility bill need to be in my name?*

No; as long as the name listed on the application form is the same name being signed on all documents.

## How to apply

Applications can be requested by calling the **HEAP line at 934-1484**. You can also pick up an application from any HRA location or online at <http://www.cgtcap.org>. The application will need to be turned in complete with:

- **Current Utility Bill**
- **Proof of all Household Income:** Income must be consecutive for a one month period and no older than 60 days from date of application (anyone age 18 and older claiming no income, must sign a "Income Survey" form).
- **Proof of Citizenship** (Birth certificate, Passport, Permanent Resident Card, Military Discharge Papers)

Complete applications may be sent into the HEAP office by mail, fax, or submitted in person at any Glenn County HRA office.

Fax to: 530-934-6711 **(48-Hour or Shut off Notices Only)**

Mail to or deliver to:  
Attn: HEAP  
420 E. Laurel St.  
Willows, CA 95988



**\*Assistance is subject to the availability of funds.**