



# Greater East Texas Community Action Agency Program

## UTILITY ASSISTANCE & WEATHERIZATION APPLICATIONS INSTRUCTIONS SHEET

Please provide copies of the following (NO ORIGINALS)

(Please complete all applicable forms; lack of supporting documentation required may cause a delay in processing or a denial)

Proof of any income earned/received in **the last thirty (30) days** for all household members 18 years and older, such as:

CHECK STUBS	Short/Long Term Disability Benefits
AWARD LETTERS (SS, SSI, SSDI)	ALIMONY
PENSIONS	UTILITY REIMBURSEMENT CHECK
TANF	HUD Verification Letter
SELF EMPLOYMENT	Food Stamps
WORKERS' COMPENSATION	UNEMPLOYMENT BENEFITS
VA BENEFITS (Record of Military Services or Benefits for Surviving Spouses or Dependents)	DIRECT INCOME received from family/friend to assist with expenses (We will need a letter from the payee.)
Child Support (If not received through the Attorney General, we will need a letter from the payee; we may request CIN#, please have available)	HUD Verification Letter (Utility Allowance Reimbursement documentation is require if applicable)

- We **cannot** accept the following: **Bank statements, W2 tax forms.**
- We must receive a **COPY** of the original award letter from all government issued sources **NO EXCEPTION!!!!**
- **Copy of Photo ID(Required)**
- If NO income has been earned/received, household members 18 years and older must complete a Declaration of Income/No Income Statement (see our website or request a copy)
- Current copy of ELECTRIC, GAS, or PROPANE bill (front & backside)
- Social Security numbers & Dates of Birth for all household members
- A Case Manager/Eligibility Specialist will call you once application is complete, please provide a daytime phone number.
- The *General Authorization for Release of Information* must be completed by the **ACCOUNT HOLDER** or **AUTHORIZE USER** on the account.
- **You must complete all forms attached to this instruction form that are applicable to your household or your request will be delayed or denied.**
- **Complete Systematic Alien Verification Form (SAVE).**
- ❖ **UTILITY ASSISTANCE ONLY - ALL FEES MUST BE PAID BEFORE WE CAN ASSIST WITH BILL**
- ❖ **Continue to pay any outstanding bills until you receive a confirmation letter from us stating that you are on the program.** Once application is received, allow up to 60 days for processing.
- ❖ *Applications are processed in order it is received and by priority rating scale.*

- ❖ If you are missing required documents; we will contact you and make you aware of the missing documents. Then you will have 7 business days to provide information, or your application will be shredded unless other arrangements are made in advance.
- ❖ Documentation for establishing United States Citizenship and Identity for the (CEAP) Comprehensive Energy Assistance Program, (LIHEAP) Low Income Home Energy Assistance Program, (WAP) Weatherization Assistance Program is required.
- ❖ **Failure to provide required documentation may result in your application being denied or delayed.**

**WEATHERIZATION APPLICATIONS**

- Landlord Permission Form – RENTERS ONLY (see our website or request a copy)
- You must include a map or brief description of your home on page 3 of your application

❖ **Weatherization DOES NOT include windows, doors, flooring, roofing, wiring, or plumbing.**

❖ **Weatherization:**

- Assessments are scheduled by our staff by phone call or home visit. After two (2) attempts to reach you with no response, your application will be denied.
- You are allowed to reschedule an assessment one (1) time. Any subsequent attempts to reschedule an assessment will cause your application to be denied.
- Any missed appointment for an assessment with no prior notice will cause your application to be denied.
- Any home that is considered a health and safety risk to our staff or contractors will be subject to further review at GETCAP’s discretion.

***Applications and all supporting documents may be returned in person, by mail or email, or by fax.***

- ❖ *Physical address: 1716 South Street, Nacogdoches, Texas 75964*
- ❖ *Mailing address: P.O. Box 631938, Nacogdoches, TX 75963  
(Please include proper postage – mail with insufficient funds will be returned)*
- ❖ *Email address: [programinfo@get-cap.org](mailto:programinfo@get-cap.org)*
- ❖ *Fax number: Energy Assistance: 936.564.0302 or Weatherization: 936.462.9157*

|| **\*\*Application is not a guarantee of services, you**  
 || **must qualify for programs\*\***  
 || **Do not submit application until you have all the**  
 || **information required and application is filled out and**  
 || **signed completely.**  
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# Greater East Texas Community Action Agency Program

## PROOF OF CITIZENSHIP AND PROOF OF IDENTITY IS REQUIRED (NO EXCEPTIONS) Instruction Sheet

Please provide copies of the following (NO ORIGINALS)

**(Please complete all applicable forms; lack of supporting documentation required will cause a delay in processing or a denial)**

\*REQUIRED DOCUMENTATION FOR ALL HOUSEHOLD MEMBERS: (NO EXCEPTIONS)

**SECTION 1:** If you have ONE of these documents, disregard section 2 and 3

- U.S. Passport (can be expired)
- U.S. American Indian or Alaska Native Tribal Card with photo
- Certificate of Naturalization (N-550, N-570), Certificate of U.S. Citizenship (N-560, N-561), Permanent Resident Card or Resident Alien Card (I-551)

**SECTION 2:** Must have ONE of these documents

- Certified Birth Certificate **OR** Certificate of Birth Abroad (FS-240, DS-1350, or FS-545)

AND

**SECTION 3:** Must have **ONE** of these documents:

- Texas DL or photo ID (can be expired up to 2 years)
- Government Employee ID (city, county, state, or federal)
- U.S. Military or military dependent ID

OR please provide **TWO** of the following documents

- Social Security Card
- Voter Registration Card
- Medicare or other Health Card
- Student ID
- School Records (Verification of Enrollment, report card)
- Immunization Records

(Please call the office if you do not have the above documentation, other documents may be acceptable)

**\*\*If documents requested are not verifiable or legible by GETCAP, you may be asked to provide additional information\*\***

### Example of how to complete the Systematic Alien Verification Form (SAVE).

Household Member Names	U.S. Citizen (Born or Naturalized) or U.S. National (Yes/No)	Qualified Alien (Yes/No)	Documentation Provided for:	
			Status	Identification
Jane Doe	Yes	No	Birth Certificate	Photo ID
Kim Doe	Yes	No	Passport Card	Student ID & Immunization Records
John Doe	Yes	No	Early School Record & U.S. Census Record	Student ID & Social Security Card

**Note: If you do not have Passport or Birth Certificate & Photo ID, then you will need to provide 2 forms of proof to prove Citizenship & Identity.**



# Greater East Texas Community Action Agency Program

## Se Requiere Un Documento De Ciudadania y Prueba De Identidad (SIN EXCEPCIONES) Hoja De Instrucciones

Por favor proporcione copias de lo siguiente (SIN ORIGINALES)

**(Por favor complete todos los formularios aplicables; la falta de documentacion requerida causara un retraso en el procesamiento o una negacion)**

\*DOCUMENTACION REQUERIDA PARA TODOS LOS MIEMBROS DEL HOGAR:(SIN EXCEPCIONES)

**SECCION 1:** Si tiene UNO de estos documentos, ignore las secciones 2 y 3:

- Pasaporte Estadounidense (puede expirar)
- Tarjeta Tribal Indigena Estadounidense o Nativa de Alaska con foto
- Certificado de Naturalizacion(N-550, N-570), Certificate de Ciudadania Estadounidense (N-560, N-561), Tarjeta de Residente Permanente o Tarjeta de Residente Extranjero (I-551)

**SECCION 2:** Debe tener UNO de estos documentos:

- Certificado de Nacimiento Certificado o Certificado de Nacimiento en el Extranjero (FS-240, DS-1350, or FS-545)

Y

**SECCION 3:** Debe tener UNO de estos documentos:

- Licencia de Conducir de Texas o Identificacion con foto (puede expirer hasta 2 anos)
- Identificacion del empleado del gobierno (ciudad, condado, estado, o federal)
- Identificacion militar o dependiente militar de EE. UU.

O por favor prbo dos de los siguientes documentos

- Tarjeta de Seguro Social
- Tarjeta de Registro de Votante
- Medicare o Tarjeta de Salud
- Identificacion de Estudiante
- Expediente Educativo (Verificacion de inscripcion, boleta de calificaciones)
- Registros de Inmunizacion

(Llame a la oficina si no tiene la documentacion anterior, otros documentos pueden ser aceptables)

**\*\*Si los documentos solicitados no son verificables or legibles por GETCAP, se le puede solicitar que proporcione informacion adicional\*\***

### Ejemplo de como completar el formulario sistematico de verificacion alienigena (SAVE).

Nombres de miembros del hogar	Ciudadana Estodunidense (Nacida o naturalizada) o Nacional de EE. UU. (Si/No)	Extranjero calificado (Si/No)	Documentacion proporcionada para:	
			Estado	Identificacion
Jane Doe	Si	No	Certificado de Nacimiento	Identificacion Fotografica
Kim Doe	Si	No	Pasaporte	ID de Estudiante y Registros de Vacunacion
John Doe	Si	No	Registro escolar temprano y Registro Censual de EE. UU.	Id de Estudiante y Tarjeta de Seguro Social

**Nota: Si no tiene Pasaporte o Certifacdo de Nacimiento y un ID con foto, debera presenter 2 formas de prueba para demostrar su ciudadania e identidad.**

- ❖ Si le faltan los documentos requeridos; nos pondremos en contacto con usted y le informaremos de los documentos faltantes. Luego tendrá 7 días hábiles para proporcionar información, o su solicitud se triturará a menos que se hagan otros arreglos por adelantado
- ❖ Se requiere documentación para establecer la ciudadanía e identidad de los Estados Unidos para el Programa de Asistencia Energética Integral (CEAP), el Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP), el Programa de Asistencia de Climatización (WAP).
- ❖ **Si no proporciona la documentación requerida, su solicitud puede ser denegada o demorada.**

### **APLICACIONES DE CLIMATIZACION**

Formulario de permiso del propietario– SOLO PARA INQUILINOS

Debe incluir un mapa o una breve descripción de su hogar en la página 3 de su solicitud

❖ **La climatización NO incluye ventanas, puertas, pisos, techos, cableado o plomería.**

❖ **Climatización:**

- Nuestro personal programa las evaluaciones por llamada telefónica o visita a domicilio. Después de dos (2) intentos de comunicarse con usted sin respuesta, su solicitud será denegada.
- Se le permite reprogramar una evaluación una (1) vez. Cualquier intento posterior de reprogramar una evaluación hará que se rechace su solicitud.
- Cualquier cita perdida para una evaluación sin previo aviso hará que se rechace su solicitud.
- Cualquier hogar que se considere un riesgo de salud y seguridad para nuestro personal o contratistas estará sujeto a una revisión adicional a discreción de GETCAP.

***Las solicitudes y todos los documentos de respaldo se pueden devolver en persona, por correo postal o electrónico, o por fax.***

- ❖ *Dirección Física: 1716 South Street, Nacogdoches, Texas 75964*
- ❖ *Dirección de Envío: P.O. Box 631938, Nacogdoches, TX 75963  
(Please include proper postage – mail with insufficient funds will be returned)*
- ❖ *Dirección de Correo Electrónico: [programinfo@get-cap.org](mailto:programinfo@get-cap.org)*
- ❖ *Numero de Fax: Energy Assistance: 936.564.0302 or Weatherization: 936.462.9157*

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 || \*\* La aplicación no es una garantía de servicios,  
 || debe calificar para los programas \*\*No envíe la  
 || solicitud hasta que tenga toda la información  
 || requerida y la solicitud esté completa y firmada  
 || por completo.  
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