



Energy Assistance Program Appeal Rights and Procedures

You have the right to request an appeal if you do not agree with any eligibility determination including a denial, or the perceived failure of the LSP to take action on a submitted application within a reasonable timeframe. Please follow the steps listed below to file an appeal.

Step One: You may submit a written appeal to the LSP to formally request a review of your application file. All appeals must be submitted in writing and are due within thirty (30) days of receipt of Notification Letter. Please submit your appeal request to the following address:

Mail: EAP Appeals
Human Services, Inc.
P.O. Box 119
Clifford, IN 47226

Email: jlark@hsi-indiana.com

Your application will be reviewed by the LSP's EAP Manager or Executive Director. Once your application has been reviewed, you will receive an official written response to your appeal within fourteen (14) business days of receipt.

Step Two: If you are not satisfied with the LSP's determination, you may submit a written appeal to the State of Indiana to formally request a second review of your application file. All appeals must be submitted in writing and are due within thirty (30) days of the Initial Appeal Notification. Please submit your appeal request to the following address:

Mail: Community Programs Manager
Indiana Housing and Community Development Authority
30 S Meridian Street, Suite 900
Indianapolis, IN 42604
Attn: EAP Appeals

Email: liheap@ihcda.in.gov

The Community Programs Manager official response to all appeals will be issued in writing within fourteen (14) days of receipt. If your appeal is not resolved to your satisfaction, you will then have the opportunity for a final appeal to the Director of Community Programs.

Step Three: If you are not satisfied with the response for the Community Programs Manager, you may appeal to IHCDA's Director of Community Programs. All appeals must be submitted in writing and are due within thirty (30) days of being notified of IHCDA's Community Programs Manager's decision. Please submit your appeal request to the following address:

Mail: Director of Energy and Utility Programs
Indiana Housing and Community Development Authority
30 S Meridian Street, Suite 900
Indianapolis, IN 42604
Attn: EAP Appeals

Email: liheap@ihcda.in.gov

You will receive written acknowledgement of the request within seven (7) calendar days of its receipt. The Director of Community Programs will have thirty (30) days from IHCDA's receipt of the written request to review the file and make a determination. The decision of the Director of Community Programs is final.

Bartholomew County
4355 East CR 600 North
P.O. Box 119
Clifford, IN 47226
Phone: (812) 372-8407

Decatur County
1939 C N Carver St
Greensburg, IN 47240
Phone: (812) 663-8830

Jackson County
1115 E Oak St
Seymour, IN 47274
Phone: (812) 522-8718

Johnson County
600 Ironwood Dr Suite N
Franklin, IN 46131
Phone: (317) 736-0755

Shelby County
825 Elm Street
Shelbyville, IN 46176
Phone: (317) 398-3153