

# Should I share my LIHEAP income data with my public utility?

## Frequently Asked Questions

LIHEAP applicants/recipients now have the option to share certain LIHEAP application information directly with public utilities to help you enroll in your utility's programs available to income eligible customers. . Your household may be eligible for a discount on your energy bill and/or additional benefits, including pas debt forgiveness, through a public utility's Customer Assistance Program.

### **How will my data be used?**

Public utilities will use your data to make it easier to verify your income and household information which will simplify your enrollment into additional assistance programs. You may be eligible for programs such as a Customer Assistance Program (CAP), a Low-Income Usage Reduction Program (LIURP) and a Hardship Fund. They may also use your data to contact you about these programs.

### **How to use the checkbox:**

When filling out your LIHEAP application, you'll come across a check box with the following statement:

- I allow DHS to share my income and household information with my utilities to help enroll me in a utility assistance program. I understand that my utility may need to contact me for additional information before I am enrolled in a utility assistance program.

You have the choice to either check the box or leave the box unchecked. It's entirely up to you.

### **Why would you want to share your data with public utilities?**

Sharing your LIHEAP data with public utilities can help qualify you for additional discounts through the assistance programs offered by public utilities. The purpose of this program is to help you get enrolled in your utility's assistance program faster and easier. It also helps ensure that you do not need to provide the same information multiple times. Sharing your data may also help speed up the application process because you may not need to provide the same household income information again to enroll in the public utility program. Allowing LIHEAP to share this data directly with your public utility could help you get enrolled in public utility



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## **Is my data safe?**

Yes, your privacy matters. LIHEAP and public utilities are required to protect the confidentiality of your data. Your data will only be used for the specific purposes of outreach and/or determining eligibility for programs provided by your public utility and will not be sold to third parties or used for any other purpose.

## **What information is being shared?**

The information that is being shared with public utilities includes:

- Name of utility account holder and all household members
- Service address
- Phone number
- Email address
- Income (amount and source) for all household members
- Age/Date of Birth for all household members

## **Can I opt out of data sharing?**

Yes. You can opt out of data sharing by leaving the checkbox unchecked on the LIHEAP application. If you opt out of data sharing, it will not impact your LIHEAP application in any way. However, it may take longer to apply or recertify for other types of public utility assistance, such as your utility's customer assistance program.

If you have any questions about LIHEAP data sharing, you can contact your local county assistance office, public utility, or the Pennsylvania Office of Consumer Advocate.

## **Additional information:**

You have the right to access and correct your data.

You can withdraw your consent to data sharing at any time.

## **About LIHEAP:**

LIHEAP is a federally funded program that can provide significant help with energy bills. Regular and emergency grants are available.

**Visit:** [www.LIHEAPhelps.com](http://www.LIHEAPhelps.com)



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