COMMUNITY SERVICES AGENCY
Shelby County Community Services

FY 2026

LIHEAP UTILITY ASSISTANCE
REQUIRED DOCUMENTS NEEDED IN ORDER TO APPLY

1) MUST HAVE AN EMAIL ADDRESS
2) MUST BE MLGW ACCOUNT HOLDER on ACTIVE ACCT, OR PROOF RESIDENCY IN THE HOUSEHOLD
3) ID for head of household/APPLICANT (not expired)
4) Social Security Cards for ALL household members (mother's birth certificate for ages 1yr and under) ("Valid for Work" is NOT ACCEPTABLE)
5) Current MLGW Bill
6) Proof of income spanning the last 30 days from your application date for ALL household members with income. (Check Stubs, Benefit Award Letters, Child Support, Unemployment)
7) Proof of Disability: 2026-Dated SSI/SSA/SSDI Letters (school letters not accepted)
8) Anyone 18 or older and in high school or college w/ jobs – Report Card/Class Schedule
9) Veterans – Military ID or DD214
10) MHA Tenant Voucher Certification Letter (CURRENT)
11) Birth Certificates for Children 1year and younger
12) ZERO INCOME –> **VERIFICATION OF ZERO INCOME AND EXPENSES FORM** – Anyone 18 yrs or older without income must complete this form in advance. Forms are found online: https://shelbycountycsa.org/documents-you-may-need-to-apply-for-liheap/
13) OTHER REQUIRED FORMS AVAILABLE ONLINE:
    If Self-Employed – **Self Employment Verification Form**
    If utilities are in landlord's name – Applicant provides lease and a landlord-completed **Landlord Tenant Agreement Form**
    If Disabled and no Award Letter – Applicant must provide **Verification of Disability Form completed by a physician**

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LIHEAP UTILITY ASSISTANCE
REQUIRED DOCUMENTS NEEDED FOR CRISIS ASSISTANCE

CUT-OFF NOTICES CAN APPLY FOR CRISIS IF:

1) Cut-off Notice on active account, AND
2) Proof of medical equipment needing utilities to provide life-supporting services with physician order, OR
3) Proof of Disability, OR
4) Of Senior Age, OR
5) Children in the home 5 and under w/ social security cards for all children, birth certificate for 1yr and under, OR
6) Veteran status above dishonorable, OR
7) Unexpected losses: Job loss after at least 12 months of employment with separation notice and income in the last 30 days; Wage earner left the home with amended lease; Wage earner death with death certificate; Medical expense in last 30-45 days with invoice exceeding utility bill; Job hour reduction with 30 days check stubs