



Iowa Utilities Board

NEWS

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Iowa Utilities Board reminds consumers about annual heating assistance, winter moratorium

LIHEAP applications available through local Community Action Agencies

(Des Moines) – With a freeze watch forecasted for several western counties this week, Iowa's winter heating season is rapidly approaching. The Iowa Utilities Board reminds utility customers that local community action agencies are accepting applications from the elderly and disabled for the [Low Income Home Energy Assistance Program](#) (LIHEAP). Other interested consumers can apply for LIHEAP starting November 1. Eligibility is based on household size and income.

[Iowa law](#) requires that a qualified applicant, who is also the head of household under LIHEAP or the [weatherization assistance program](#), shall not be disconnected from natural gas or electric service during the winter moratorium, which runs from November 1, 2016, through April 1, 2017.

While qualified applicants cannot be disconnected during the moratorium, the Board urges all LIHEAP certified customers to continue paying toward their energy bills through the winter to avoid accumulating high debt and potential utility service disconnection in the spring.

Heating assistance dollars for both federally-funded programs are limited and LIHEAP applications will be accepted at [community action agencies](#) on a first come/first served basis. Utility customers may contact their local utility company or the Iowa Utilities Board Customer Service staff toll-free at 1-877-565-4450, or by email customer@iub.iowa.gov, for assistance.

For information, visit the Board's LIHEAP web page, <https://iub.iowa.gov/liheap> and the Iowa Department of Human Rights, <https://humanrights.iowa.gov/dcaa/liheap>, or call (515) 281-0859.

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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