



DCHHS
Safe families, healthy lives
 Dallas County Health and Human Services



COMPREHENSIVE ENERGY ASSISTANCE PROGRAM (CEAP) CARES

The purpose of **CEAP CARES** is to assist low-income households, particularly those with the lowest incomes, economically impacted by COVID-19 resulting in paying a higher proportion of household income for home energy, primarily in meeting their immediate home energy needs.

CEAP services include: energy education, utility payment assistance, repair of existing heating and cooling units, and crisis-related purchase of air.

Bill payment and fund availability

Assistance for qualified applicants will be based on the availability of funds. If approved, DCHHS will pay the utility company directly.



- Applicant must be 18 years of age or older to apply

Dallas County does not discriminate on the basis of race, sex, creed, color, age, ancestry, national origin, religion or handicap when assessing eligibility for services.

Eligibility

Are you eligible to receive assistance?

1. Have utility bills increased due to COVID-19 since you are staying home more?
2. Have you had increased household expenses from this pandemic?
3. Have you had a job loss or reduction in income due to COVID-19?
4. Have your needs increased due to sheltering-in-place or local restrictions due to COVID-19?

Applicants will be required to submit information to DCHHS to determine eligibility. Check to make sure that you can provide the following:

- ✓ **Proof of Citizenship for all household members:**
 - * Birth Certificate; or
 - * Passport; or
 - * Proof of Residency; or
 - * Texas Election Identification Certificate (EIC)
- ✓ **Proof of all income**
 - * Earned (or unearned) in the last 30 days for all household members.
- ✓ **Social Security cards**
 - * For all household members. (Not having one does not disqualify you.)
- ✓ **A valid identification card or driver's license**
 - * For all household members 18 years and older. Children 17 years and under; two documents needed for ID purposes.
- ✓ **Original electric and gas bill.**

DALLAS COUNTY HEALTH AND HUMAN SERVICES

2377 N. Stemmons Fwy.
 Dallas, TX 75207
 Phone: (214) 819-1848
 Monday-Friday 9:00 a.m. - 4:00 p.m. (CDT)

For more information about the program and required documents, you may visit

<https://www.dallascounty.org/hhs/comprehensive-energy-assistance-program.php>