

LIHEAP HVAC Replacement Program

Frequently Asked Questions

What is the LIHEAP HVAC Replacement Program?

The LIHEAP HVAC Replacement Program serves eligible homeowners in the replacement of outdated, inefficient, or non-functioning HVAC systems in their homes. The LIHEAP will cover up to \$15,000 for the replacement and installation of central HVAC or Window/Wall Reverse Cycle units.

What are the General Eligibility Requirements?

- Client must reside in Palm Beach County
- Own and live in their property
- Meet income requirements (see below table)
- Must document a crisis

What constitutes a crisis and what document(s) can I submit to prove my crisis?

- A/C Unit is inoperable/no longer heats or cools (must show previous repair invoices), or
- A/C Unit is at least 10 years old (must show proof of high energy bills), or
- Client requires a controlled environment due to health (must show proof of life threatening case documented by client's physician)

What are the benefits of the LIHEAP Replacement Program?

- LIHEAP will pay up to \$15,000 for the replacement and installation of a new HVAC or Window/Wall Reverse cycle unit.

Do I qualify if I am a renter?

- No, for this program you must be a homeowner living in the home.
- Property owner on the application must be listed in the PAPA website

Do I have to repay the LIHEAP funds?

- No, you do not have to repay funds back to LIHEAP.

How can HVAC companies become vendors with Palm Beach County?

- HVAC companies can apply here: <https://secure.co.palm-beach.fl.us/CsdContractorPortal/>
- To become vendors, they must meet the following qualifications:
 - Must have an HVAC License
 - Must be registered and approved with Palm Beach County Planning, Zoning & Building Department
 - Must be or become an active Palm Beach County vendor

Whom may I contact with additional questions?

- If you have further questions, please contact our Call Centre at (561) 355-4792 or email CSDCares@pbcgov.org.

How can I verify the status of my application?

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- To verify the status of an application, visit CSD's Client Services Search at www.pbcgov.com/clientservicessearch or directly through the application portal at www.utilityassistancepb.org.
- Once the application is reviewed, you will receive an email for any pending documentation. Pending documents will also be listed in your application when you log in.
- Applicants are encouraged to check their emails regularly and to maintain a valid phone number on file, as reviewers make contact by email, and they send important updates regarding applications.

What are the application steps and how long does it take to process the application?

1. Register, complete, and submit the application on www.utilityassistancepb.org;
 2. Worker will review and approve application;
 3. Supervisor will review and approve application; System will automatically send the client an email with a list of HVAC vendors.
 4. Client will select three (3) vendors and request one quote/estimate from each of the three (3) vendors. Client will upload the three (3) quotes using the link on their email.
 5. Supervisor will approve one (1) quote and send "Notice to Proceed" to vendor.
 6. Vendor will contact client to commence work.
 7. Once work is completed, vendor will upload passing inspection to the system.
- It is estimated that this process will take between 30 and 45 days.

What if the approved HVAC vendor is not responsive?

- Email mail CSDCares@pb.gov to get in touch with the Supervisor assigned to your application.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on "Contact Us" on www.utilityassistancepb.org or www.pbcgov.com/OSCARSS.

What if owner has an issue with the vendor and wants to select a different vendor?

- Email mail CSDCares@pb.gov to get in touch with the Supervisor assigned to your application.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on "Contact Us" on www.utilityassistancepb.org or www.pbcgov.com/OSCARSS.

Can I apply over the phone?

- No. You must apply through our online application and upload required documentation to determine eligibility for the approval process. If you need assistance applying for services, you may make an appointment to visit one of our offices or library locations by calling 561-355-4792.

How can I apply in person?

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- Applications are available online at www.utilityassistancepbc.org and accessed through any internet connection. If you need assistance applying for services in person, you may make an appointment to visit one of our offices or library locations by calling 561-355-4792. If you are homebound or have extreme limitations that prohibit you from visiting our in-person locations, please contact 561-355-4792 and request a home visit. Our Mobile Outreach team will return your call and schedule a time to meet.

Unable to sign in?

- Email mail CSDCares@pbcgov.org.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on “Contact Us” on www.utilityassistancepbc.org or www.pbcgov.com/OSCARSS.

Unable to upload documents?

- Email mail CSDCares@pbcgov.org.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on “Contact Us” on www.utilityassistancepbc.org or www.pbcgov.com/OSCARSS.

I need clarification on the documents requested by the Case Manager. How do I communicate with the case manager?

- Email mail CSDCares@pbcgov.org.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on “Contact Us” on www.utilityassistancepbc.org or www.pbcgov.com/OSCARSS.

How do I reset my password?

- Email mail CSDCares@pbcgov.org.
- You can contact the CSD Call Center at 561-355-4792
- You can email staff by clicking on “Contact Us” on www.utilityassistancepbc.org or www.pbcgov.com/OSCARSS.

How do I appeal if my application was denied?

- If your application was denied you may appeal the process in order to have the decision reconsidered. The appeal process has been automated in OSCARSS.
- Note: If you have 2 services, water and rent, denied and only appeals for water then can only apply for rent after the appeal for water goes through
- Please see the screenshot to the two-step process below:

1. Click on Request Appeal button in OSCARSS.

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Reviewed - Denied

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2. Complete the Appeal Form and Click Save in OSCARSS. All denied services will be checked by default. Unselect those that you are not appealing.

Appeals Request Form for Application # 75076 (ERA COVID-19)

Please select service you want to Appeal *

Rental Payment

Reason for Appeal *

Reason for Appeal

* I, feel the decision made regarding my request for service through the Palm Beach County Community Services Department (CSD) is unsatisfactory and I wish to present my case to a higher authority.

* I have received a copy of the Community Services Department Appeals Process and understand my rights as outlined.

* I understand that if I have any questions regarding my right to appeal, I may contact CSD Administrative Staff for clarification.

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Appeal has been sent for review. Appeal Form is available on Application Documents.

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