

# **Policy Clarifications - LIHEAP - Crisis PLR16986605**

**Submitted: 1/14/2014**

**Agency: CAOs**

**Subject: Restricted Use of a Non-regulated Utility**

**Question: Is the client eligible for LIHEAP Crisis in the following situation?**

Some utilities are not governed by the Public Utilities Commission, and when a customer's bills are past due, they restrict use on an account rather than terminating the account. The utility will set a certain number of amps as the maximum usage for the household. This amount is enough to run the furnace at a low setting. If the customer goes over the limit of amps, their breaker is tripped and they must go outside to reset it. Does this constitute a crisis?

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**Response By: Division of Federal Programs/LIHEAP**

**Date: 01/23/2014**

No. The restriction as described does not meet crisis eligibility as described in the LIHEAP State Plan section 601.32(2).