

LIHEAP Self Serve Online Application:

For those who choose to apply online, please use the following link:

https://thda.smartsimple.us/s_Login.jsp

You must have a valid email address and be able to access and log into your email to begin the application process. After you have submitted your application, you will receive an email notification with a status update once your application has been processed.

The following documentation is required to complete the online application process:

1. Identification Documents

- **Government-issued ID** for the **Head of Household**
- **Social Security Cards** for **all household members**
(For children under age 1, a birth certificate may be provided if the SSN card is not available.)

Both must be provided at the time of intake. Without this, we cannot move forward with the application process.

2. Proof of Income for All Household Members (Ages 18 and Over)

Income such as Survivors benefits, SSI, child support, TANF (Families First) is counted for children under 18.

Acceptable Forms of Income Verification:

Income Type	Acceptable Documentation
Wages/Salary	Paystubs from the past 30 days (from the date of application). If unavailable, a written, signed, and dated letter from the employer on official company letterhead.
Fixed Income (Social Security, SSI, Pension, VA, Survivor Benefits)	Most recent benefit award letter OR current bank statement showing direct deposit. <i>(Client's name must be listed on the account; redact account numbers.)</i>
Child Support/Alimony	Official court order or child support agency printout.
TANF (Families First)	Printout from DHS.

Unemployment Benefits	Claim summary or benefits statement from the state unemployment website.
Self-Employment	Previous year's tax return (acceptable until April each year) OR documentation showing adjusted gross income after business expenses.
Zero Income	A Zero Income Declaration Form must be completed for every household member over age 18 with no income. <i>Failure to provide this will result in denial. This form can be found on the THDA website- LI-11-VERIFICATION-OF-DISABILITY-FORM-2026-1.pdf or you can contact your local SETHRA agency for the form.</i>

3. Verification of Disability (If Applicable)

If any household member claims a disability:

- Provide an **SSI or SSDI award letter, OR**
- A **Verification of Disability Form** signed by a licensed medical professional.
 - This document can be found on the THDA website- [LI-11-VERIFICATION-OF-DISABILITY-FORM-2026-1.pdf](#) or you can contact your local SETHRA agency for a copy.

4. Energy Burden Documentation

- **Current Utility Bill**
- **12-Months of utility bills or 12 month Utility Printout**
(If you have more than one utility provider, documentation is required for each excluding water, internet, sewer, trash etc.)

5. Emergency Documentation (If Applying for Crisis Assistance)

Provide **one or more** of the following:

- Disconnect notice or bill showing pending disconnection.
- Eviction notice due to utility-related charges or unpaid rent.
- Fuel depletion notice (indicating 20% or less in tank and delivery refused).

- Documentation showing a **non-functioning** heating/air unit or related equipment.

6. Additional Criteria Documentation

At least one of the following must be met and verified for eligibility. Documentation must be provided to continue with the application.

Situation	Required Documentation
Unanticipated Medical or Household Expenses (within last 3 months)	Receipts or statements showing expenses that exceed 100% of your utility bill.
Recent Job Loss or Death of Wage Earner (within last 12 months)	Termination notice, UI claims, death certificate, or funeral program.
Significant Loss of Work Hours (past 30 days)	Letter from employer or recent paystubs showing reduced hours.
Household Member Leaving Home (past 45 days)	Legal documentation such as police report, order of protection, updated lease, or assistance application.
Vulnerable Household Members	Presence of children aged 5 or under, or individuals aged 60 or older.
Active Military or Veteran Status	Verification of military service.
Disabled Household Members	SSI/SSDI award letters or medical disability verification form.
Non-functioning Heating System	Repair invoices or documentation of malfunction (see appendix if available).
Life-Support Equipment Needs	Letter from a licensed medical professional or medical equipment company indicating the equipment requires utility service.
<i>Must be provided within 18 hours of request.</i>	