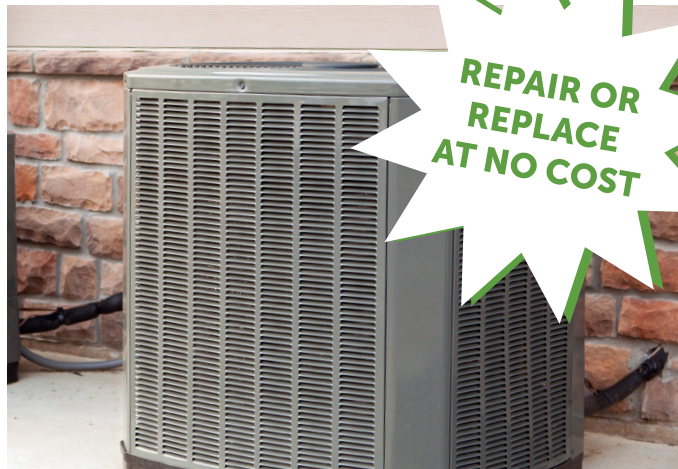


EMERGENCY HVAC PROGRAM

for Income-Qualified Seniors & Residents with Disabilities



Furnaces/Boilers/Hot Water Heaters



Central Air Conditioning and Heat Pumps

REPAIR OR REPLACE AT NO COST

The DC Sustainable Energy Utility (DCSEU) is working with local heating and cooling contractors to repair or replace non-working heating and air conditioning systems and water heaters for income-qualified seniors and District residents with disabilities who own or rent their homes.

To qualify, you must be a District of Columbia resident over the age of 60 or a District resident aged 18 or older with a disability, and meet the following income requirements:

Household Size	1	2	3	4	5	6	7	8
Maximum Annual Income	\$61,750	\$70,600	\$79,450	\$88,250	\$97,050	\$105,900	\$114,700	\$123,550

HOW TO QUALIFY

Provide the following documents to qualify:

- Proof of income for all household members who receive income
- State-issued driver's or non-driver's license or passport
- Social Security cards for all household members
- Proof of disability (Blind or disabled applicants must have a disability determination by the Social Security Administration (SSA); Retirement, Survivors, and Disability Insurance award letter; proof of Supplemental Security Income; or signed documentation provided by a doctor).
- Red Tag or estimate from HVAC contractor on company letterhead

PLEASE SEE BACK FOR STEP-BY-STEP INSTRUCTIONS ON HOW TO APPLY.

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HOW TO APPLY FOR EMERGENCY ASSISTANCE

1. SUBMIT AN APPLICATION

Online

Residents can apply online at: <https://doee.libera.com/portal>. When applying online, residents must attached a copy of their Red Tag or Estimate from a HVAC contractor on company letterhead in order for their application to be processed as an "emergency application."

In person

Residents can also apply in person between 9:00 am and 3:00 pm at one of the following locations below and should bring proof of the non-working HVAC system or hot water heater (Red Tag/estimate from a HVAC contractor on company letterhead).

1207 Taylor Street NW

Washington, DC 20011

- ADA compliance
- Interpreter services available
- Serving Wards 1-6

2100 Martin Luther King, Jr. Avenue SE

Washington, DC 20020

- ADA compliance
- Interpreter services available
- Serving Wards 7 and 8

- 2. SCHEDULE AN INSPECTION OF YOUR HEATING/COOLING EQUIPMENT.** Once the resident has qualified, the DCSEU will send a quality assurance (QA) inspector to do an initial walkthrough to identify and assess the equipment to be repaired or replaced.
- 3. SCHEDULE REPAIR OR REPLACEMENT OF YOUR EQUIPMENT.** Based on the inspection, the DCSEU will send an HVAC contractor to install or repair the equipment. Both the QA inspector and the District of Columbia Department of Consumer and Regulatory Affairs will complete a final inspection to ensure equipment is operating correctly.

QUESTIONS?

For questions about the Emergency HVAC Program for seniors and people with disabilities, please call 202-479-2222 or email EmergencyHCA@dcseu.com.