

## To file an appeal

### Client Appeals Process

#### **Local Level Energy Assistance Programs – Written Appeal**

Clients have 30 days from the date they receive their benefit notification to appeal decisions made regarding their Energy Assistance Application. All appeals must be submitted in writing (letter or email) with supporting documentation attached, to the EAP's HEAP Coordinator.

The appeal review must be completed within 30 days from the date of the client's appeal request. The EAP must notify their Development Community Development Analyst of the final decision and scan all documentation into OCEAN (i.e., the appeal request, supportive documentation, EAP's Resolution/Notification/Actions, etc.). An email must be sent to [heapappeals@development.ohio.gov](mailto:heapappeals@development.ohio.gov) and copy your Development Community Development Analyst on the email. The client must be notified of the decision made by the EAP within 10 days of the decision.

#### **Local Level Energy Assistance Programs – Hearing**

Clients who were denied during the Written Appeal process may request a formal hearing within 30 days of the denial of the Written Appeal. The client must submit a request for a formal hearing in writing (letter or email). The request is to be made to the Executive Director of the EAP. The EAP shall schedule a hearing within 30 days of the receipt of the letter/email requesting a hearing. The hearing shall be held at a mutually convenient place and a hearing officer shall be appointed by the EAP. The hearing officer may be a staff member of the EAP who was not involved in the decision that is being appealed.

The client must be notified of the EAP's decision regarding the appeal within 10 days of the date of the formal hearing.

The EAP must also notify their Development Community Development Analyst of the final decision and scan all documentation into the OCEAN database (i.e., the appeal request, supportive documentation, EAP's Resolution/Notification/Actions, etc.).

#### **State Level Energy Assistance Programs - Appeal**

If the client wishes to pursue a further appeal, they must submit a written State Level Appeal to Development within 30 days of the final hearing decision rendered at the EAP. The appeal request may be mailed to:

Ohio Development Services Agency  
Office of Community Assistance, Appeals  
P.O. Box 2169  
Columbus, Ohio 43216

or faxed to **(614) 387-2718 Attention: Appeals**

or emailed to [heapappeals@development.ohio.gov](mailto:heapappeals@development.ohio.gov)

Development will only review client appeals which have been denied at both the Local Level EAP Written Appeal and Hearing process and that contain new information, or information not considered during the Local Level EAP Written Appeal or Hearing process. The appeal request must contain all of the following information:

- Client's name, address, telephone number;
- Client number (if available)
- Reason for the appeal;
- Supporting documentation; and
- Client's signature.

A decision on the appeal will be made within 30 days of receipt of the appeal request. The client will be notified within 10 days of Development's decision.

### **Federal Level Energy Assistance Programs - Appeal**

If the client wishes to pursue an appeal of a State Level Appeal determination, they will submit a Federal Level Appeal to the U.S. Department of Health and Human Services/Administration for Children and Families. The appeal request may be mailed to:

U.S. Department of Health and Human Services/Administration for Children and  
Families.  
Office of Community Services/Division of Energy Assistance Low Income Home Energy  
Assistance Program (LIHEAP)  
Mary E. Switzer Building, 5<sup>th</sup> Floor  
330 C Street, SW  
Washington, D.C. 20201

Or fax to **(202) 401-5661**

All appeal decisions made by the U.S. Department of Health and Human Services/Administration for Children and Families are final.