

# **LEAP PROGRAM 2014-2015 IMPORTANT NOTICE!**

## **PLEASE READ FOR NEW APPLICATION PROCEDURES**

The Douglas County Department of Human Services Low-income Energy Assistance Program is now administered by Discover Goodwill. This notice is to inform LEAP applicants of the **new procedures** for submitting your LEAP application for the 2014 – 2015 season.

## **LEAP IS A MAIL-IN PROGRAM ONLY!**

**DO NOT** bring your LEAP application to the where ever County Department of Human Services as this will delay the processing of your application.

## **How do I return my LEAP application?**

- Return your completed application in the addressed and stamped envelope provided; or
- Fax your application to 719-633-9098 or Emergency Fax to 719-442-2078 or
- Heat Help Fax # 1-800-340-9565
- Mail to: LEAP  
PO Box 39200  
Colorado Springs, CO 80949-9905
- Email to: [LEAPHELP@discovermygoodwill.org](mailto:LEAPHELP@discovermygoodwill.org)

## **What can I do to help with the prompt processing of my LEAP application?**

Please make sure that you ANSWER ALL QUESTIONS on the applicatin accurately and provide all requested documents/verification with your completed application. On page 4 of the application you will find a **CONSENT TO DISCLOSE CUSTOMER DATA AND SIGNATURE AND CONSENT**. Make sure that you read, complete, **SIGN AND DATE** this page. Failure to provide a complete application and submit required verification will delay the processing timeframe.

## **Continue paying your heat bill, as LEAP assistance will not pay your entire bill!**

Processing your LEAP application takes time, so you must keep your account current by making a payment towards your heat bill on time to avoid disruption of services. If you receive a shut-off notice, have had your heating services disconnected or have questions about your applications, please contact our call center at 1-888-775-LEAP (1-888-775-5327). Call center will open on November 1<sup>st</sup>, 2014.

For more information regarding LEAP, please call 1-866-HEAT HELP (1-866-432-8435) or visit the website at [www.cdhs.state.co.us/leap](http://www.cdhs.state.co.us/leap) or <https://sites.google.com/a/state.co.us/cdhs-leap/> (Web site information for LEAP or where you can download an application)