

FAQs

Ho-Chunk Nation

Heating Assistance

Program

Important Disclaimer

Receiving heating assistance is not guaranteed.

Applicants are strongly encouraged to continue paying their heating and utility bills on time and not rely on this assistance as their sole source of payment. Failure to do so may result in service interruption, regardless of application status.

Please refrain from contacting or calling our office with questions. All updates and information will be communicated directly through our application software.

1. What is the Ho-Chunk Nation Heating Assistance Program?

The Heating Assistance Program provides \$750 per household to help eligible Ho-Chunk Nation tribal member households offset winter heating costs. All funding is paid directly to vendors. This assistance is intended to support households with heating-related utility expenses during the heating season.

2. Who is eligible to apply?

Applicants must be:

- An enrolled Ho-Chunk Nation adult tribal member, and
- Responsible for heating or utility costs at their primary residence.

3. What does “one per household” mean?

If multiple adult Ho-Chunk Nation tribal members live at the same address, the household may only receive one \$750 payment total. Multiple applications from the same household will not result in multiple payments.

4. What heating costs are covered?

Heating assistance may be applied toward:

- Natural gas or electric heat
- Propane, wood, or pellets

5. What documents are required to apply?

All required documents must be uploaded for your application to be considered complete. Required documentation includes:

- Proof of Ho-Chunk Nation tribal enrollment (non-expired Tribal ID)

- Current utility or heating bill showing:
 - Applicant's name
 - Service address
 - Vendor or utility company information
 - Account Number

Incomplete applications will not be funded.

6. What if my utilities are included in my rent?

If utilities are included in your rent, you must upload:

- A signed lease agreement clearly stating that utilities are included
- Landlord contact information
- Information on how rent is paid - payment method and payee (this will help get the funding to your landlord faster)

Failure to provide this documentation will result in an incomplete application.

7. Does the address on my Tribal ID need to match my utility bill, and what if my Tribal ID is expired?

No. The address on your Tribal ID does not need to match the address on your utility bill. However, your Tribal ID must be current and not expired. Expired Tribal IDs will not be accepted.

8. When should I apply?

Applications are processed on a first-come, first-served basis.

- Apply as soon as possible
- Funding is limited
- The program will close once funds are exhausted
- Only APPROVED applications will be considered for funding

9. How will I be notified of my application decision?

- All applicants will be notified in the "Decision" section of their application and will state APPROVED.
- Do NOT call or contact our office to inquire about your application or payment status.
- Please allow up to 30 days for payments to be applied to your account.
 - Monitor your utility accounts for updates

10. How long does it take to receive a decision?

Applications are reviewed on a first-come, first-served basis. Processing times may vary depending on application volume and whether all required documents have been submitted. Only complete applications will be reviewed for a decision.

11. How is payment issued?

Payments are made directly to the heating or utility vendor on the applicant's behalf. Funds are not issued directly to applicants.

12. If my utilities are shut off or past due, will I be prioritized?

No. This program does not prioritize applications based on shut-offs, emergencies, or past-due status.

Please do not contact our office regarding prioritization requests.

13. What if I'm an elder that needs assistance completing the application?

Ho-Chunk Nation Community Centers and TAU may assist with application submission. * ***We request all elders (aged 60 or older) to try and work with TAU to submit electronically prior to using a paper application as this will be your fastest way to get approved.***

We will supply the TAU Centers with a paper application ONLY for elders. All supporting documents must be included with paper application to be considered. Applications along with supporting documents can be emailed to us directly at: cedargrowth@ho-chunk.com

14. What happens if I submit incorrect or false information?

Submitting false, misleading, or incomplete information may result in:

- Denial of assistance
- Disqualification from current or future program

15. What if I do not have a phone number for the Lenderfit application?

If you do not have a cell phone, you may exit the phone verification page after creating your account and go directly to <https://app.lenderfit.io/>. From there, log in using the email address and password you just created to continue your application.