

INFORMATION FOR UTILITY AND HOME ENERGY PROVIDERS



IndianaHousingNow.org

INDIANA EMERGENCY RENTAL ASSISTANCE (IERA) PROGRAM

The Indiana Emergency Rental Assistance (IERA) program is designed to decrease evictions, increase housing stability, and prevent homelessness by helping renters whose income has been negatively impacted by COVID-19 with rent and utility assistance.

IERA can provide eligible renters with up to 12 months of rent, utility/home energy, and internet assistance. Utility assistance may be provided to qualifying applicants for past due expenses for utilities (electric, gas, water, sewer, and trash) and home energy (fuel oil, wood, coal, pellets, and propane). Please encourage renters in need of assistance to apply at [IndianaHousingNow.org](https://www.IndianaHousingNow.org). Assistance payments for approved applications will be directed to participating utility or home energy providers.

A utility or home energy provider should know:

- Elkhart, Hamilton, Lake, Marion, and St. Joseph Counties, along with the City of Fort Wayne will be administering their own programs
- Up to 12 months of utility and/or home energy assistance may be provided for past due expenses
- Past due utilities and/or home energy expenses and late fees incurred between April 1, 2020 and the time of application may be covered by the program
- A one-time benefit of \$750 may be made available to those with a nearly exhausted source of home energy
- IERA is unable to pay deposits, disconnect or reconnect fees, or forward-facing utility bills
- Any unpaid utility and/or home energy obligation, including deposits and disconnect or reconnect fees, is the responsibility of the renter
- Utility and/or home energy assistance may not be provided for costs included in the lease
- A utility or home energy provider must provide an ACH form to receive direct payments
- Qualifying renter households may receive direct payments if a utility or home energy provider refuses to participate in IERA
- Renter households that received assistance through the Low-Income Home Energy Assistance Program (LIHEAP) **are** eligible to receive utility and/or home energy assistance



Indiana Housing & Community Development Authority



IndianaHousingNow.org

We encourage and support the nation's affirmative housing program in which there are no barriers to obtaining housing because of race, color, religion, sex, national origin, handicap, or familial status. This project is being supported, in whole or in part, by federal award number ERA0021 awarded to the State of Indiana by the U.S. Department of the Treasury.

Last updated May 11, 2021

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To participate in the program, a utility or home energy provider should:

- Encourage customers to apply for assistance at [IndianaHousingNow.org](https://www.IndianaHousingNow.org) using an email address they can easily access on a regular basis
- Provide your account information including a W-9 and banking information
- Work with participating agencies to provide requested documentation and confirm past due balances
- Return electronic communications concerning applicants and provide requested information as quickly as possible

What should I do now?

STEP 1: Reach out to customers that have fallen behind on their utility and/or home energy bills.

STEP 2: Share with them our renter flyer and encourage them to visit [IndianaHousingNow.org](https://www.IndianaHousingNow.org) and apply for the IERA program.

STEP 3: Review the IERA FAQ and assistance examples.

STEP 4: Please email iera@ihcda.in.gov if you have any questions.

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