

## **\*\*ATTENTION LIHEAP APPLICANTS\*\***

### **BIG CHANGES HAVE BEEN MADE BY THDA/THE STATE OF TENNESSEE FOR THE 2026 PROGRAM YEAR**

- THE APPLICATION PROCESS HAS BEEN MOVED ONLINE. DOUGLAS CHEROKEE WILL NO LONGER ACCEPT PAPER APPLICATIONS
- THE APPLICATION PORTAL CAN BE FOUND AT <https://thda.smartsimple.us>
- LOWER BENEFIT AMOUNTS RANGING FROM \$174-\$750 PER HOUSEHOLD
- HOUSEHOLD INCOME LIMITS HAVE BEEN RAISED

Size of Household	Annual Max	Monthly Max
1	\$32,053.00	\$2,671.00
2	\$41,915.00	\$3,493.00
3	\$51,778.00	\$4,315.00
4	\$61,641.00	\$5,137.00
5	\$71,503.00	\$5,958.50
6	\$81,366.00	\$6,780.50
7	\$83,215.00	\$6,934.50
8	\$85,064.00	\$7,089.00
9	\$86,913.00	\$7,243.00
10	\$88,763.00	\$7,397.00

\*\*\*for each additional member in household over 10 add \$1,849 annually or \$154.00 monthly per person

**YOU CAN FIND ALL FORMS REQUIRED TO COMPLETE YOUR ONLINE APPLICATION THROUGH A LINK WITHIN THE ONLINE APPLICATION**

#### **NEW NEIGHBORHOOD SERVICE CENTER OFFICE HOURS**

**MONDAY-THURSDAY 9 AM – 2 PM**

**(CLOSED FOR LUNCH 12 PM – 1 PM)**

**FRIDAY 9 AM – 12 PM**

**ALL OFFICES WILL CLOSE AT 11 AM ON JANUARY 16<sup>TH</sup> AND REOPEN AT 9 AM ON JANUARY 20<sup>TH</sup> 2026 IN OBSERVANCE OF THE MLK, JR HOLIDAY.**

The new online application process requires staff to review and approve applications once they are submitted online – this process will limit the hours we are open for personal assistance. We encourage you to apply online as no paper applications will be accepted. There is an extraordinary amount of traffic on the website at across the state, so you may encounter issues with the application process. Please know that we have no control of those issues and encourage you to try again at a later date. No benefits will be sent to energy providers before late January, so you have time.

The online system will send you an email anytime the status of your application changes, so please be sure to use an email address that you can monitor daily for updates when you set up your online account.

Please call the Neighborhood Service Center in your county for an appointment if you are in danger of disconnection, or out of a home delivered fuel, and need assistance with the online process. Due to the volume of calls we are receiving, you may need to leave a message for a call back, so please state in your voicemail message that you need emergency assistance and leave a good call back number, as well as the last four digits of your social security number.

We are scheduling intake workshops for those who need help with the online process.

We apologize for any inconvenience this new process may cause. It has been mandated by the State (THDA) and we will try our best to assist you as time allows.

Thank you,  
Douglas-Cherokee LIHEAP Staff

Cocke County NSC – 423.623.3066

Grainger County NSC – 865.828.5228

Hamblen County NSC – 423.587.3076

Jefferson County NSC – 865.475.4745

Monroe County NSC – 423.442.3769

Sevier County NSC – 865.453.7131