

N.C. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES  
LOW INCOME ENERGY ASSISTANCE PROGRAM

**DENIAL NOTICE**

This is to notify you that you have been found **ineligible** for energy assistance as of the effective date shown above. **PLEASE READ THIS CAREFULLY**, because it is very important to you. The information below explains the way you may ask for a hearing to reconsider this decision. The last date you may request a hearing is **YOUR REASON FOR DENIAL IS SHOWN BELOW.**

REASON FOR DENIAL:

ENERGY NO.:                      CO.CASE NO.:  
DISTRICT NO.:                    ELIGIBILITY STATUS:

**SEE IMPORTANT INFORMATION BELOW**

**HOW TO GET A HEARING**

If you are not satisfied with this decision, you have a right to request a hearing. A hearing will establish whether your denial was correct and give you benefits if it was wrong. To get your hearing you must ask the county department of social services, either orally or in writing. You can have a hearing before an impartial official of the county department of social services. The hearing will be held within 5 calendar days of your request, unless you postpone it, for good reason, for as much as 10 more calendar days. If you are dissatisfied with this decision you can have a second hearing before an impartial official of the State Division of Social Services.

**WHEN TO ASK FOR A HEARING**

You must request a hearing no less than 60 calendar days from the effective date shown at the top of this letter.

**YOUR RIGHTS TO BE REPRESENTED**

You may speak for yourself or have someone speak for you such as a relative or an attorney obtained at your expense. If needed you may also bring an interpreter. You may be able to get free legal services. For the telephone number of the closest legal services office,

CALL THE COUNTY DEPARTMENT OF SOCIAL SERVICES. For the telephone number of your county department of social services call CARE-LINE toll free at 1-800-662-7030 (TDD/VOICE) Monday through Friday 8:00 a.m. - 5:00 p.m.

**YOUR RIGHT TO SEE YOUR RECORD**

If you ask, your caseworker will show you and the person speaking for you your eligibility record before the hearing. You may also see any other information to be used at the hearing, if you ask. You may see this information again at your hearing.