

Your Right to Appeal

If you believe the decision made on your **Heating Assistance** or **Emergency Assistance** application may be wrong, or if you do not receive a written notice of the action taken on your Heating Assistance application within 45 days from the date your application is received, you should **first** contact your county social service office to be sure they have all the information they need to correctly determine your eligibility.

If you still believe the decision is wrong for some reason, you are entitled to request a hearing before the North Dakota Department of Human Services.

Contact the county social service office for instructions on how to request a hearing. Your request for a hearing must be received within 30 days of the date of the notice of action. You can have an attorney, relative, friend or other person assist you at the hearing.

If your hearing request is received within that time, your benefits will not be changed until a decision is reached. However, you will be required to pay back any excess benefits received if your appeal is not successful.

A hearing officer will contact you to arrange a hearing time and place that is convenient for you.

You will receive a written decision from the North Dakota Department of Human Services.

Nondiscrimination

You have the right to file a written complaint if you believe you have been discriminated against because of race, color, religion, national origin, age, gender, disability or status with respect to marriage or public assistance. The written complaint may be filed with the county social service office; the North Dakota Department of Human Services Office for Civil Rights, 600 E Boulevard Ave., Dept. 325, Bismarck, ND 58505; or the Office of Civil Rights, Department of Health and Human Services, Federal Office Building, 1961 Stout St., Denver, CO 80294

Household Reporting Requirements

You **must report** these changes **within 10 days** of the date they occur:

- If your **assets** change
- If there are **more** or **fewer persons** in your household
- if you **move**
- if the **type of fuel** you use changes
- if heat is included in your rent, you must report **rent changes**.

HEARING IMPAIRED: TTY IS 1-800-366-6888