

SMART SIMPLE PLATFORM

Tennessee Housing
Development Agency

Login

 Email

 Password

Login

Employee Login

Forgot Password?

Learn more about our

 Privacy & Security policies

New to the System?

Register Here

Welcome to THDA One-Stop for Community Services

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded grant program created by the Omnibus Reconciliation Act of 1981. The program aims to assist low-income households, primarily those who pay a high proportion of household income on home energy, in meeting their immediate energy needs. In Tennessee LIHEAP is administered through a network of 19 local agencies that reach all 95 counties. LIHEAP is a one-time assistance offered to help defray heating and cooling expenses, as long as funding is available.

CREATE AN ACCOUNT FIRST!

Contact Information

[Return to Login Page](#)

Instructions

Please complete all fields. Anything with an * is required. While we request a copy of your Government Issued Photo ID, this information is kept private and only shared with the agency you are working with.

CREATING YOUR ACCOUNT

* First Name

* Last Name

Title

* Email

* Cell Phone

* Government Issued Photo ID

You will be asked to upload an image of this ID within your application

Select One



* Government ID Number



* Cell Phone

*** Government Issued Photo ID**

You will be asked to upload an image of this ID within your application

Select One

Select One

United States Government Issued ID

Other Government Issued ID

* Address

Address 2

* City

* County

Select One

* State

Tennessee

* ZIP Code

☐ I'm not a robot

RECAPTCHA: A SERVICE BY GOOGLE

RECAPTCHA: A SERVICE BY GOOGLE

Submit

AFTER YOU'VE CLICKED SUBMIT IN CREATING AN ACCOUNT

**1. Check your
Email to
Get the Link**



**2. Activate
the Account
by Clicking on
the Link**



3. Create a

Password ("forgot
password" to troubleshoot)

FROM: NOREPLY@SMARTSIMPLEMAILER.COM

Welcome to the LIHEAP Community! We're excited to have you join us.

Please use the link below to activate your account and set up your password:

(activation link here)

Once you have activated your account and set a password, log in at the address below.

Address: <https://thda.smartsimple.us>

Username: (email address you provided)

Sincerely,

Welcome to the THDA One-Stop for Community Services

LIHEAP ONLINE APPLICATION

STEP 1: LOG IN

THDA
Development Agency

THDA

Login

☐ Email

Log In

Employee Login

New to the System?

Register Here

Forgot Password?

Welcome to THDA One-Stop for
Community Services

Multi-Factor Authentication

 Verification code sent by email to
you do not see the email, check your junk/spam folder.

Resend Code by Email

Verification Code:

Cancel

Submit

LIHEAP ONLINE APPLICATION

STEP 2:

Go to your email inbox and get the verification code sent from “Donotreply@smartsimplemailer.com”

From: donotreply@smartsimplemailer.com

Sent: Tuesday, November 4, 2025 8:20 AM

To: CUSTOMER NAME

Subject: Temporary Verification Code

Your temporary verification code is XXXXXXXXXX

LIHEAP ONLINE APPLICATION

Tennessee Housing
Development Agency

Login

☒ Email

Password

Login

Forgot Password?

New to the System?

Register Here

Welcome to THDA One-Stop for
Community Services

Multi-Factor Authentication



Verification code sent by email. If you do not see the email, click here.

Resend Code by Email

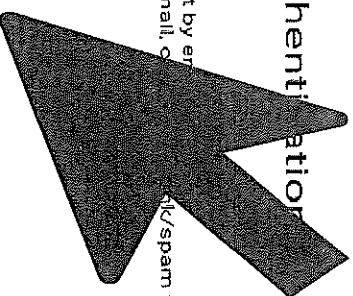
Verification Code:

Cancel

Submit

STEP 3:

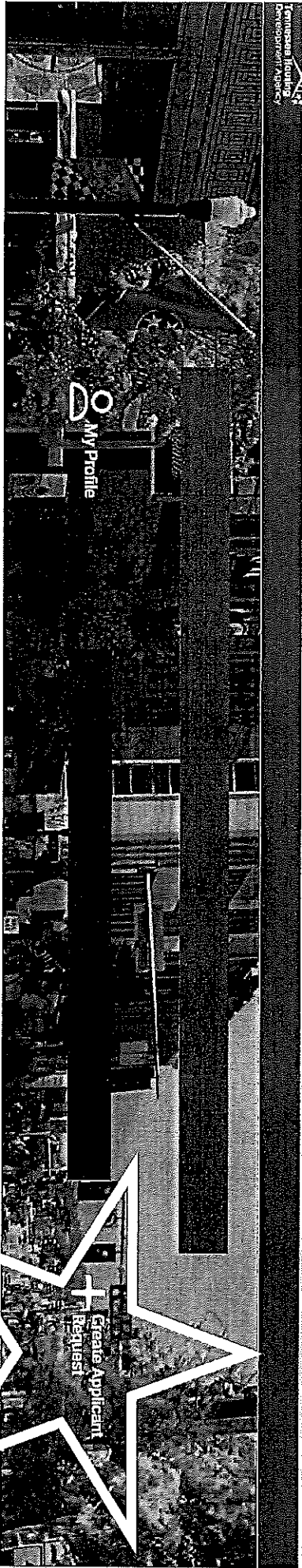
**ENTER THE CODE
& CLICK SUBMIT**



Check your email/spam folder.

If

STEP 4: START YOUR LIHEAP APPLICATION “CREATE APPLICANT REQUEST”



Applications

CRISIS (1)

REVISIONS REQUESTED (0)



1-1 of 1



Completed Items

COMPLETED APPLICATIONS



Application ID

Agency

Agency Phone

Status

Submission Date



Open

GENERAL INFORMATION

APPLICATION INFORMATION

HOUSEHOLD INFORMATION

UPLOADS

SUBMISSION



COMPLETE

ALL TABBED

SECTIONS

Status

Draft

* Pre-Screen

☐ Yes ☐ No

* Agency Entered Application

☒ Applicant Submitted

Applicant has no access to Internet or email - paper communication required



Call

Save Draft

Submit

Cancel

 Summary

GENERAL INFORMATION APPLICATION INFORMATION HOUSEHOLD INFORMATION UPLOADS SUBMISSION

✓ Application Information

Do any of the following conditions apply?

- ☐ You have a disconnect notice
- ☐ Your utility is currently disconnected
- ☐ You have an Eviction Notice due to utility overage, past due, or unpaid rent
- ☐ You are out of fuel
- ☐ You are running out of fuel
- ☐ Your heat/air unit is not working properly
- ☐ None

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 Save Draft

✓ Submit

X Cancel

7/11/2024 10:00 AM

GENERAL INFORMATION

APPLICATION INFORMATION

HOUSEHOLD INFORMATION

UPLOADS

SUBMISSION

Many fields below will pre-fill from your profile. If the information displayed is incorrect, please update your profile prior to proceeding.

* First Name

Middle Initial

* Last Name

* Primary Address

* City / Town

* State

TN

* Zip

* County

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Info populates from profile

 Save Draft

 Submit

 Cancel

GENERAL INFORMATION

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SUBMISSION

* County

Home Phone Number

* Cell Phone Number

* Email Address

* Is Mailing Address different than above?

☐ Yes ☐ No

* Home Type

Household Members

Each household member must be added including person completing the application. Please click the + sign below to add a single person and repeat that process until all household members display on the screen below.



First Name

↕ Middle Name

↕ Last Name

↕ Date of Birth

↕ Gender

Some info populates from profile

* Home Type

Select One

Select One

OWN

Rent with utilities billed separately

Rent with utilities in rental fee

Unknown

Other

Enter all members of
the household
including applicant.

New Activity

MEMBER DETAILS

Adding @ Household Member – Required Identifying Information



Applicant must add a record for themselves

* First Name:

* Last Name:

* Date of Birth:

* Verified Identification:

* Race:

* Citizenship:

* Veteran or Active Military:

* Income:

Income SSD:

Select One

Select One

Social Security Number

Birth Certificate (if under 1 year old)

N/A

* SSN Verification:

Middle Name:

* Gender:

* Ethnicity:

Employment, if 18 or over:

Select One

* Individual with a disability:

Utility Information

* Utility Type

Select One

- Electricity
- Select One
- Wood
- Electricity
- Fuel Oil
- Kerosene
- Natural Gas
- Propane
- Other Fuels

* Utility / Vendor Information

If you have a disconnect notice or your service has been disconnected, please choose the utility that your bill is owed to. If you are unable to find that utility, choose "Not Found" to manually enter that utility. When you upload your utility bills in the Uploads section, please be sure to upload all bills for every type of utility usage regardless of what you are asking assistance for.

Select One

* Utility Account #

* Do you have an additional needs to be considered?

☐ Yes ☐ No

✓ Utility Certification

* Account Holder Name

Self

Select One

Self

Spouse

Landlord

Other relative

Other

* Relationship to Account Holder

Select One

* I certify that the above account is for the use of my household and I am responsible for the payments

☐ Yes ☐ No

* Has your home ever been served by the Weatherization Assistance Program in last 15 years?

☐ Yes ☐ No

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 Save Draft

✓ Submit

X Cancel

*** Upload - Government issued identification for the applicant**

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Children under 1 year, provide birth certificate

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Proof of active military or veteran status

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Past 30 days of income documentation (pay stubs, etc) for each household member age 18 or older (SSI, SSDI, Pension, Child Support

 **Drop files here or browse files**

Maximum file size: 2 GB

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 **Save Draft**

 **Submit**

 **Cancel**

GENERAL INFORMATION APPLICATION INFORMATION HOUSEHOLD INFORMATION **UPLOADS** SUBMISSION

*** Upload - Social Security Number verification for every household member who is a US Citizen must be uploaded**

 **Drop files here or browse files**

Maximum file size: 2 GB

*** Upload - Past 12 months of all energy bills regardless of which utility you are asking for assistance with**



 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Zero Income Form 

Upload School Schedule or report card for Highschool student with income

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Documentation of order of protection, police report, revised lease, or other legal documentation.

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Documentation of obituary, death certificate, and funeral program

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Verification of disability



Verification of disability required. SSI/SSDI determination letter showing proof of disability or verification provided by a medical professional

 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Self-Employment Form



 **Drop files here or browse files**

Maximum file size: 2 GB

Upload - Self-Employment Form 

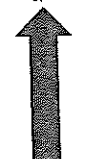
 Drop files here or browse file:

Maximum file size: 2 GB

Upload - Miscellaneous Documents  -Landlord/Tenant Form
-HAP/MHA Agreement

 Drop files here or browse file:

Maximum file size: 2 GB

Corrected Applicant Documents  For those pending/
incomplete notices (2 DAYS for Crisis/15 for Regular)

 Drop files here or browse file:

Maximum file size: 2 GB

Approved Amount Change Reason

Denial Reason

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 Save Draft

 Submit

 Cancel

FINAL STEP: AFTER CLICKING SUBMIT AGREE TO TERMS

GENERAL INFORMATION APPLICATION INFORMATION HOUSEHOLD INFORMATION UPLOADS SUBMISSION

* Certification

IDENTIFYING INFORMATION PROVIDED BY YOU FOR DETERMINATION OF YOUR ELIGIBILITY FOR LIHEAP AND FOR THE PROVISION OF SERVICES FROM THE PROGRAM WILL BE CONSIDERED CONFIDENTIAL, UNLESS OTHERWISE AUTHORIZED OR REQUIRED BY LAW WILL NOT BE SHARED WITH ANY OTHER PERSONS OR AGENCIES EXCEPT FOR PURPOSES DIRECTLY RELATED TO THE ADMINISTRATION OF THE PROGRAM (LIHEAP)

I CERTIFY THAT ALL OF THE INFORMATION PROVIDED BY ME IS TRUE AND CORRECT. I ATTEST UNDER PENALTY OF PERJURY THAT THE APPLICANT IS EITHER A UNITED STATES CITIZEN OR A QUALIFIED ALIEN AS DEFINED BY USC 1641 (b). I UNDERSTAND THAT ANYONE WHO FRAUDULENTLY COVERS UP A MATERIAL FACT OR WHO KNOWINGLY GIVES FALSE INFORMATION FOR THE RECEIPT OF LIHEAP ASSISTANCE IS LIABLE UPON CONVICTION TO A FINE OF \$10,000 OR IMPRISONMENT FOR NOT MORE THAN FIVE YEARS, OR BOTH. I AUTHORIZE THE VERIFICATION OF ANY AND ALL INFORMATION PROVIDED HEREIN TO DETERMINE MY ELIGIBILITY, AND ACKNOWLEDGE I HAVE BEEN INFORMED OF THE APPEAL PROCESS UNDER PROVISIONS OF THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM. I UNDERSTAND THAT I WILL BE NOTIFIED IN WRITING OF MY ELIGIBILITY STATUS. I AM THE CUSTOMER OF RECORDS, THE CUSTOMER'S AUTHORIZED AGENT, OR AN AUTHORIZED THIRD PARTY FOR THE UTILITY SERVICE ACCOUNT IDENTIFIED IN THIS APPLICATION, AND I AUTHORIZE MY UTILITY SERVICE PROVIDER TO DISCLOSE MY CUSTOMER DATA AS REQUESTED BY THE LIHEAP ADMINISTERING AGENCY.

No person on the basis of race, color, national origin, sex, age, disability, ancestry, status as a veteran, or any other characteristics, protected by Federal, State or Local will be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the operation of LIHEAP.

I Agree

Email

