



For Immediate Release
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State Partners with Local Organizations to help Ohioans Stay Warm this Winter

*HEAP Winter Crisis Program Continues/ **New Walk-In Procedure 11/13/17***

The Mahoning Youngstown Community Action Partnership (MYCAP) and Ohio Development Services Agency will help eligible Ohioans stay warm during the cold winter months. The Home Energy Assistance Winter Crisis Program provides eligible Ohioans heating assistance if they are disconnected from their heating source, threatened with disconnection or if they have less than 25 percent supply of bulk fuel. The program runs from November 1, 2017 until March 31, 2018.

“We want to help Ohioans stay warm this winter,” said David Goodman, director of the Ohio Development Services Agency. “Working with MYCAP, we’re helping Ohioans manage their energy costs this winter.”

More than 3,500 families in Mahoning County were assisted through the Home Energy Assistance Winter Crisis Program last year.

To qualify for the Winter Crisis Program, a household must be threatened with disconnection, have been disconnected or have less than a 25 percent supply of bulk fuel. The household must also have a gross income at or below 175 percent of the federal poverty level. For a family of four the annual income must be at or below \$43,050. From November 2016 – March 2017, more than 104,799 Ohioans were helped by the program statewide. **Customers with a disconnection notice will continue to call 1-866-223-1125 to schedule under the Winter Crisis Program and input their account numbers. Reminder the utilities can only place a hold on your accounts one time between November 2017 and March 2018.**

New Walk-In Procedure began Monday November 13, 2017. Walk-ins will now **call 1-866-471-7029** to schedule an appointment. The Walk-In Line will only assist:

Customers whose service is currently off or not on in their name,
Customers transferring service or new service and
Customers who have 25% supply or less of bulk fuel (propane, fuel oil, coal, wood).

Customers who don’t meet these qualifications and schedule through this line will not be seen.

Individuals interested in receiving Winter Crisis assistance must have a face-to-face interview at the local HEAP provider. Customers **must bring** the following items to their appointment:

- proof of income (copies of pay all stubs) and all household income for the past 90 days (if any income has ended in that time frame must provide proof that it ended)
- copies of their most recent energy bills, pending account numbers, bulk fuel bill
- photo ID
- Social Security numbers for all household members
- proof of U.S. citizenship/legal residency for all household members (see acceptable items below)
- Proof of disability (if disabled)

Examples of documents that are accepted to prove citizenship/legal residency include: a Social Security Card, birth certificate, U.S. Passport, naturalization paper/certification of citizenship, permanent VISA, and INS ID Card.

Ohioans can call the toll-free hotline at (800) 282-0880, Monday through Friday (hearing impaired customers may dial 711 for assistance or visit http://development.ohio.gov/is/is_heapwinter.htm for more information about the Winter Crisis Program.

For more information about energy assistance programs call (800)282-0880 and for a list of energy assistance providers select option 2, or visit www.energyhelp.ohio.gov.