

Walk In Crisis Appointments will be scheduled for service within 24 hours by telephone; call 614-969-0978.

More Time To Apply, More Benefits Available!

Call us at 614-457-2997 or our 24-hour appointment line at 614-969-0978.



Summer Crisis Program begins July 1, 2021 and ends September 30, 2021.

Our main office is located at 788 Mt. Vernon Ave, Columbus, Ohio. Phone interviews are provided for families who desire to remain home for social distancing purposes or health issues. One phone call can put you closer to meeting your utility needs!

Expanded Eligibility Requirements:

- ~ 60 years and older – no disconnect notice is needed
- ~ Medical letter or prescription from a licensed medical professional qualified under Ohio law and documenting a medical condition
- ~ PIPP Default, or First PIPP assistance
- ~ A household member diagnosed with COVID-19 in the last 12-months may provide written letter as proof
- ~ A disconnect or shut off notice or new service from an electric utility

Eligible Households can receive:

- ~ Up to \$500.00 if they are a customer of a regulated utility (AEP and Edison)
- ~ Up to \$800.00 if they are a customer of unregulated utilities such as electric cooperatives and municipal utilities
- ~ Qualified households may also receive an air-conditioner and/or fan (if they have not received one in the last three years) or central air conditioning repairs



Documents Required for Assistance:

- ~ Picture ID for the Head of Household
- ~ Social Security Cards or numbers for all household members
- ~ Proof of Citizenship for all household members such as:
 - Birth certificates, voter registration, etc. **OR** Proof of legal residence in the United States
 - (I-9, Green Card, etc. for all household members)
- ~ Birthdates for all household members
- ~ Proof of Disability if disabled
- ~ Documentation of 30 days of income (earned income if 18 years or older)
- ~ All unearned income
- ~ Documentation of ZERO income
- ~ If Self-employed; IRS 1040 with all schedules or tax transcript
- ~ Bring gas and electric bills if applicable

In partnership with:



Significant changes by Ohio DOD: HEAP, Winter Crisis Program, Summer Crisis Program, and eligible PIPP Plus customers looking to reverify may now apply online at <https://full-development.cs33.force.com/eap/s/>. For more details, visit our website.

HEAP Main Office

Columbus Urban League Building
788 Mt. Vernon Ave.
Columbus, Ohio 43203
Monday thru Friday.

24HR LINE 614-969-0978