

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, 2022 and ends September 30, 2022.

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:

- ~ Households must be at or below a gross annual income of 175% of the federal poverty level
- ~ 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 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 - 2021, 2020, 2019) 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

See the back for Partner Locations



HEART OF OHIO
FAMILY HEALTH

**Capital Park
Heart of Ohio Family Health Center**

2365 Innis Road
Columbus, Ohio 43224
614-457-2997
Monday and Tuesday 8AM - 5PM
24HR LINE 614-969-0978



**OhioHealth
Eastside HEAP Office**

4850 E Main Street, Suite 150
Columbus, Ohio 43213
614-566-0750
Monday thru Friday 7AM - 5PM
24HR LINE 614-969-0978



**Gladden House
Westside HEAP Office**

183 Hawkes Avenue
Columbus, Ohio 43223
614-566-0750
Wednesday and Thursday 9AM - 5PM
24HR LINE 614-969-0978



HEAP Main Office

Columbus Urban League Building
788 Mt. Vernon Ave.
Columbus, Ohio 43203
Monday thru Friday 7AM - 5PM
24HR LINE 614-969-0978



**Columbus Metropolitan Library
Karl Road Branch**

5590 Karl Road
Columbus, Ohio 43229
614-457-2997
Mondays 9AM - 5PM
24HR LINE 614-969-0978

**Columbus Metropolitan Library
Linden Branch**

2223 Cleveland Avenue
Columbus, Ohio 43211
614-457-2997
Thursdays 9AM - 5PM
24HR LINE 614-969-0978

**Columbus Metropolitan Library
Northern Lights Branch**

4093 Cleveland Avenue
Columbus, Ohio 43224
614-457-2997
Wednesdays 9AM - 5PM
24HR LINE 614-969-0978

**Columbus Metropolitan Library
South High Street Branch**

3540 South High St
Columbus, OH 43207
614-457-2997
Fridays 9AM - 5PM
24HR LINE 614-969-0978