

# HEAP Winter Crisis Program



HEAP | Home Energy Assistance Program

Are your utilities disconnected?

Call us: 614-457-4570

We can help you!



## Winter Crisis Program

Begins November 1 and ends March 31

Multiple locations and phone interviews are available

Call us to schedule your appointment at 380-213-1444

or visit our website:



### Eligibility Requirements:

- Must be at or below a gross annual income of 175% of the federal poverty level
  - [Click here to see if you qualify](#)
- Eligible households that are disconnected, threatened with disconnection, need service, transferring utility service, have less than a 25% supply of bulk fuel or have a PIPP Plus default or enrolling in PIPP for the first time or need repairs/replacement to their heating unit.

### Eligible Households can receive:

- Up to \$175.00 if they are a customer of a regulated utility (AEP, Ohio Edison, and Columbia Gas)
- Up to \$750.00 if they are a customer of unregulated utilities such as electric cooperatives and municipal utilities
- Bulk Fuel/Propane/Fuel Oil/Kerosene Assistance up to \$1200
- Coal or Wood Assistance up to \$650
- Qualified households may also receive up to \$1500 heating unit repair/replacement assistance

### 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
- 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 Schedule 1 or tax transcript
- Most recent gas and electric bills

**All applications must be completed within 30 days with all required documents.**

**A new appointment may be necessary to restart the process if requirements aren't met.**

In partnership with:



HEAP, Winter Crisis Program, and eligible PIPP Plus customers looking to reverify may now apply online

[Click Here](#). For more details, visit our website.

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## Partner Locations

Our mission of helping Central Ohio breathe easy for 118 years is possible thanks to the generosity of our partners!



HEAP | Home Energy Assistance Program

### HEAP Main Office

741 E Broad Street  
Columbus, Ohio 43205  
614-457-4570  
Monday thru Friday 7AM - 5PM  
24HR LINE 380-213-1444



### Central Ohio Area Agency on Aging

3776 S. High St.  
Columbus, Ohio 43207  
614-645-7250  
The fourth Friday of each month  
8:30AM - 4PM



### Gladden House Westside HEAP Office

183 Hawkes Avenue  
Columbus, Ohio 43223  
614-227-1600  
Wednesday and Thursday 9AM - 5PM



### OhioHealth Eastside HEAP Office

4850 E Main Street, Suite 150  
Columbus, Ohio 43213  
614-566-0750  
Monday thru Friday 7AM - 5PM  
24HR LINE 380-213-1444



### Columbus Metropolitan Library Linden Branch

2223 Cleveland Avenue  
Columbus, Ohio 43211  
614-457-4570  
Thursdays 9AM - 5PM  
24HR LINE 380-213-1444



### Columbus Metropolitan Library Karl Road Branch

5590 Karl Road  
Columbus, Ohio 43229  
614-457-4570  
Mondays 9AM - 5PM  
24HR LINE 380-213-1444