



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

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ENERGY ASSISTANCE APPOINTMENT CHECKLIST



Consumers scheduling an energy assistance appointment at their local Community Action Agency (CAA) should bring the proper documentation to complete the application process. This will include proof of citizenship, and potentially birth certificates for everyone in the household. Consumers should check with the CAA prior to their appointment to discuss the documentation required. CAA contact information is located at the end of this document.

For customers applying for Home Energy Assistance Program (HEAP), Percentage of Income Payment Plan Plus (PIPP Plus), Winter Crisis Program (WCP), or Summer Crisis Program (SCP), the following documents will be required:

- Proof of citizenship or alien status for all household members.
- Birth dates and Social Security cards for ALL household members. Legal documents showing the social security numbers may be accepted. Check with your local CAA.
- Photo ID of applicant; must be the household member who holds the utility bills in their name.

- Current electric and/or natural gas bill and/or disconnection notice if applicable. Contact the utility to obtain copies if necessary. If applying for new service, transferring service, or if service has been off for more than 14 days, contact the utility to get account numbers.
- Proof of income documentation for at least the previous 90 days for all members of the household, 18 years and older.
- If you or any household member 18 years or older attend college you must provide current tuition/financial aid information.

Documents accepted as proof of income (but not limited to):

- ▶ Social Security Income (SSI, SSDI)
- ▶ Child support paid and/or received
- ▶ Wages/paystubs
- ▶ Unemployment
- ▶ Pensions
- ▶ TANF/OWF/Cash Assistance
- ▶ Self-Employment Records (Schedule-C)/Accounting records for past 90 days
- ▶ Utility subsidy
- ▶ Odd jobs income

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The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at www.occ.ohio.gov.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

If your household claims **zero** income, proof of how the household has been sustained **must** be provided.

- ▶ Documents accepted as proof of **zero** income (include but are not limited to):
 - Statements from friends/ family that have been providing assistance. (**Must** be signed, dated and include contact information).
 - IRS Tax Transcripts, which can be obtained by contacting the IRS via phone, fax, mail, online, or in-person.

If you rent or lease your residence or use bulk fuel as your heating source:

- A copy of your current lease and landlord's name, address and phone number.
- For a month-to-month lease or verbal agreement you may be required to provide a notarized statement of agreement from landlord that includes the landlord's name, address and phone number. Contact your CAA for more information.
- For HUD/Government-assisted housing, you may be required

to provide a Tenant Eligibility and Rent Procedures Form or Housing Vouching Notice of Rent Change Form. Other documentation may be accepted by your local CAA. Contact your CAA for more information.

- Bulk fuel users must certify in writing that they have less than a 10-day supply or less than 25% of a supply of bulk fuel in order to be eligible for the WCP.

If a non-household member will be representing you at your appointment, you **must** provide a notarized statement or Power of Attorney giving permission to process your application. That non-household member must have ID to accompany the documentation.

** This checklist serves as a guide for energy assistance appointments. Your CAA may require more documents for your appointment. Contact your CAA for more information regarding their requirements.*

To find your local CAA, visit <http://oacaa.org> or you may also contact the Ohio Development Services Agency (ODSA) by phone at (800) 282-0880.

2018 Income Guidelines

Size of household*	Total Gross Annual Household Income			
	135% (Lifeline)	150% (PIPP Plus)**	175% (HEAP)**	200% (HWAP)
1	\$16,389	\$18,210	\$21,245	\$24,280
2	\$22,221	\$24,690	\$28,805	\$32,920
3	\$28,053	\$31,170	\$36,365	\$41,560
4	\$33,885	\$37,650	\$43,925	\$50,200
5	\$39,717	\$44,130	\$51,485	\$58,840
6	\$45,549	\$50,610	\$59,045	\$67,480
7	\$51,381	\$57,090	\$66,605	\$76,120
8	\$57,213	\$63,570	\$74,165	\$84,760

* For families/households with more than 8 persons, please contact your local community action agency.
** PIPP Plus and HEAP guidelines follow the state fiscal year and are updated in July.