



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

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HOME ENERGY ASSISTANCE PROGRAM: HEAP GUIDELINES



The Home Energy Assistance Program (HEAP) is a federally-funded program managed by the Ohio Development Services Agency. It is designed to help income-qualified consumers pay for winter heating costs.

There are two different HEAP programs: HEAP and Emergency HEAP (E-HEAP). To use HEAP and E-HEAP your total household income must be at or below 175 percent of the federal poverty level.

HEAP

This program helps pay a portion of consumers' winter heating bills. Consumers can use HEAP one time per winter heating season. The amount of aid received varies and is determined by the following criteria:

- ▶ Household income at or below 175 percent of federal poverty guidelines;
- ▶ Number of people in household;
- ▶ Cost of primary heating fuel or bulk fuel supplied;
- ▶ Amount of aid received from federal grants; and
- ▶ Geographic region of the state.

How to apply for HEAP

Applications can be submitted through March 31. Consumers should fill out the application completely and send it with a copy of their most recent energy bill, and proof of income for the past 12 months for all members of the household 18 years of age and over, to: Office of Community Assistance, Home Energy Assistance Program, P.O. Box 1240, Columbus, Ohio 43216. Applications can be obtained from the following organizations:

- ▶ Community action agencies;
- ▶ County department of job and family services offices;
- ▶ Area agencies on aging; and
- ▶ Ohio Development Services Agency (HEAP office 1-800-282-0880)

HEAP Payments

HEAP-qualified consumers living in households served by state-regulated utilities will receive a one-time credit on their winter heating bill. Vouchers will be sent to those HEAP-qualified consumers who:

- ▶ Receive bulk fuel;
- ▶ Have a master metered account (one main meter that serves several accounts); or
- ▶ Are customers of a rural cooperative or municipal utility.

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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.

Consumers who receive vouchers can redeem them with the company or utility that supplies the heating source.

Emergency-HEAP

E-HEAP provides payment aid once per heating season to consumers who:

- ▶ Have been disconnected or received a shut-off notice; or
- ▶ Have less than a 25 percent supply of bulk fuel.

How to Apply for E-HEAP

When the applications are being accepted after November 1, consumers must:

- ▶ Complete an application in person at a local community action agency;
- ▶ Be an adult member of the household;
- ▶ Interview one-on-one with an assisting agency;
- ▶ Submit proof of income for all household members 18 years and older;
- ▶ Submit shut-off notice and most recent utility bill; and
- ▶ Provide Social Security numbers for all household members two years and older.

To receive E-HEAP, households served by a state-regulated utility also must sign up for a payment plan, such as the Percentage of Income Payment Plan Plus (PIPP Plus).

E-HEAP Payments

Once the consumer has been notified he or she is qualified for E-HEAP, the local agency will authorize the payment to the utility.

If the consumer has bulk or delivered fuel, the payment will cover prevention of disconnection, reconnection of service and 30 days of service. In addition, E-HEAP requires households heating with bulk fuel to receive a delivery of fuel. In certain cases, the program also can pay for heating system repairs.

Applicants should call to make an appointment at a community action agency and verify what documentation they should bring with them to verify eligibility.

Customers of American Electric Power, Cleveland Electric Illuminating, Columbia Gas of Ohio, Dayton Power & Light, Dominion East Ohio, Duke Energy, Ohio Edison or Toledo Edison may want to contact the utility for additional emergency assistance programs.

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.