

# Ohio Development Services Agency Home Energy Assistance Winter Crisis Program

## Frequently Asked Questions



The **Home Energy Assistance Winter Crisis Program** provides a one-time benefit to eligible Ohioans who are facing disconnection or have been disconnected from their utility during the winter months. The program runs from November 1, 2014 through March 31, 2015.

### Who is Eligible for the Winter Crisis Program?

Ohioans with a household income at or below 175 percent of the federal poverty guidelines that are facing disconnection, have been disconnected or have less than a 10-day supply of bulk fuel in their tank are eligible for the program. The income levels are:

Size of Household	Total Household Income 12 Months*
1	up to \$20,422.50
2	\$27,527.50
3	\$34,632.50
4	\$41,737.50
5	\$48,842.50
6	\$55,947.50
7	\$63,052.50
8	\$70,157.50

\*For households with more than eight members, add \$7,105.00 per member.

### How do I apply for the Winter Crisis Program?

To apply you must fill out the Home Energy Assistance Program application and schedule a face-to-face interview with your local Winter Crisis Program provider.

### How do I make an appointment with my local Winter Crisis Program provider?

You will need to call your local provider to schedule an appointment. Most agencies will accept walk-ins. If you are homebound and unable to travel to the local agency, they will determine a time for a home interview.

### What do I need to bring to my meeting with my local provider?

You will need to bring your picture ID, proof of citizenship for the primary applicant, a copy of your utility bill and income documentation for the most recent 90 days. Social Security Numbers and date of birth for all household members is also required.

### How do I find out the name and number for my local Winter Crisis Program provider?

A list of Winter Crisis Program providers can be found on the Development Services Agency website [energyhelp.ohio.gov](http://energyhelp.ohio.gov). The providers are listed by county.

### I have applied for HEAP, but I may be disconnected from my utility service. Can I apply for Winter Crisis assistance?

Yes, you can apply for assistance through the Winter Crisis Program if you have applied for HEAP. When you contact your local Winter Crisis provider, let them know that you have also applied for HEAP.

### Who can I call with questions about the Home Energy Assistance Winter Crisis Program?

You can call the Ohio Development Services Agency's hotline (800) 282-0880 or your local community action agency.



John R. Kasich, Governor

Development  
Services Agency

David Goodman, Director