

**For Immediate Release**  
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## Heating Assistance Available to Ohioans

The Ohio Development Services Agency and the Public Utilities Commission of Ohio (PUCO) want to remind Ohioans that assistance is available if you have been disconnected or are threatened with disconnection from your utility service.

The Winter Crisis Program, a component of the Home Energy Assistance Program, provides assistance to eligible households that are threatened with disconnection, have been disconnected or if their tank contains 25 percent or less of its capacity of bulk fuel. The gross income of eligible households must be at or below 175 percent of the federal poverty guidelines. For a family of four the annual income must be at or below \$41,212.50.

Individuals interested in receiving Winter Crisis assistance must have a face-to-face interview at their Winter Crisis Program provider. A list of providers by county can be found [here](#).

Ohioans also can call the toll-free hotline at (800) 282-0880, Monday through Friday (hearing impaired customers may dial (800) 686-1557 for assistance) or visit [energyhelp.ohio.gov](http://energyhelp.ohio.gov) for more information.

The Public Utilities Commission of Ohio's Winter Reconnect Order allows residential customers the opportunity to pay a designated amount to have their service restored or maintained. Residential customers are required to pay no more than \$175 to maintain service under the reconnection order. If the customer's service has already been disconnected, the customer must pay the \$175 and possibly a reconnection fee of no more than \$36 to restore service.

There is no income eligibility requirement or sign-up required to use the Winter Reconnect Order.

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