

**Are you facing a disconnection on your gas or electric bills or have less than a 10 day supply of bulk fuel?
Are you worried about how you'll continue to heat your home this winter?**

If you answered yes to any of these questions, you may qualify for the Home Energy Assistance Program Winter Crisis Program (HEAP WCP).

The WCP program can provide a one-time payment per heating season (November 1 through March 31) for gas or electric utilities, or toward the delivery of wood, propane, fuel oil or kerosene to households when: a customer's gas or electric service has been disconnected; a customer has received a final disconnect notice; or the customer has less than a 10 day supply of bulk fuel. All applicants must meet program guidelines, including income limits.

For more information, please contact:

Lifeline, Inc. Energy Assistance Office

54 S. State St. Suite 303

Painesville, OH 44077

Office Phone: 440-350-9160

Appointment Hotline: 1-866-223-1471

The Lifeline, Inc. Energy Assistance Office is open Monday-Friday.

Appointments can be scheduled by calling our automated appointment hotline at 1-866-223-1471. Walk-in appointments are available on a first-come, first served basis on Monday, Wednesday and Friday mornings.

WCP Income Guidelines

Family Size	175% Monthly	175% Annual
1	\$ 1,759	\$ 21,105
2	\$ 2,368	\$ 28,420
3	\$ 2,978	\$ 35,735
4	\$ 3,588	\$ 43,050
5	\$ 4,197	\$ 50,365
6	\$ 4,807	\$ 57,680
7	\$ 5,416	\$ 64,995
8	\$ 6,026	\$ 72,310

Please see the reverse side for required documentation.

2017-2018 Winter Crisis Program

If you are eligible, you may walk in on Monday, Wednesday or Friday—Our office opens at 7:30 a.m. on these days only!

**The walk-in appointments are first-come, first-served.
We will accept clients until all the slots are filled for the day.**

You MUST have ALL of the following information with you or you will NOT be seen:

- Photo ID (driver's license) for primary applicant
- Birth certificates for all household members (or U.S. Passport, Voter Registration Card, baptism record if it shows place and date of birth) IF photo IDs cannot be presented.
- Social security cards for EVERY MEMBER OF THE HOUSEHOLD
- Proof of income for the past 3 months (90 days)
 - All clients with no income will need a tax transcript from the IRS: Can be obtained by calling 1-800-829-1040
 - ALL pay stubs for the past 3 months
 - CURRENT STATEMENT of child support, unemployment, social security, pension, ADC/OWF, 401-IRA withdrawals, utility reimbursements. If someone gives you money, a statement from that person is REQUIRED. This statement must include the amount given per month for the past three months, plus, name, address and phone number of the person giving the money.
 - Last year's tax forms if self-employed. If taxes were not filed, a quarterly statement is required.
 - Any loans must be notarized and must show principle balance, dates for repayment and interest to be paid.
- If someone outside of the household pays any bills, a copy of the cancelled checks and receipts for the payments are required.
- Current gas and electric bills (all pages—must be in the name of a household member).
- Medical certificates MUST be expired to apply for HEAP WCP.
- IF UTILITY IS SHUT OFF, you MUST have:
 - PENDING ACCOUNT # from utility Company
 - Painesville City Utility customers MUST have an authorization release on file at the Painesville City Utilities Office
- IF RENTING: Landlord information: Name, address, phone number and monthly amount of rent. If gas or electric are included in the rent, applicant must provide lease that states this.

