



# 2020-2021 HEAP Winter Crisis Program

**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 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 2 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**

**PO Box 496 OR 1 Victoria Place Ste. 265A**

**Painesville, OH 44077**

**Office Phone: 440-350-9160**

**Appointment Hotline: 1-440-381-8230**

**Appointment Website: <https://app.capappointments.com>**

The Lifeline, Inc. Energy Assistance Office is open Monday-Friday 8:30 a.m. to 4:30 p.m.

Appointments can be scheduled by calling our appointment hotline at 1-440-381-8230 or visiting <https://app.capappointments.com>

Same day in-person walk-in appointments are available on a first-come, first served basis IF service is disconnected or if there is an IMMEDIATE need for bulk fuel at less than 25% remaining. Please call our office at 440-350-9160 for more information.

Due to COVID-19, all other appointments will be done via phone intake.

Appointment hold will be done only once during the season for CEI and Dominion.

Applicants must have ALL required documentation with them to be seen. Please contact our office at 440-350-9160 for a complete list of required documentation.