



# News Release

**Lifeline, Inc.**

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## **HEAP Launches Low-Income Household Water Assistance Program February 16, 2022**

PAINESVILLE, Ohio—The Ohio Department of Development and Lifeline, Inc. will help income-eligible Lake County residents with water and wastewater assistance. The new federal Low-Income Household Water Assistance Program provides eligible residents assistance paying water and wastewater bills. The program runs through September 30, 2022.

“For years we have seen a need for assistance for water bills,” said Lifeline executive director, Carrie Dotson. “We help so many people each year with their heating and cooling costs through our HEAP programs, but there’s always been a gap for water, which is just as essential as heating and cooling. We’re really excited to launch this program to be able to more completely help our residents.”

To apply for the program, clients are required to contact Lifeline, Inc. Due to COVID-19 precautions, *all* application intake will be scheduled by appointments only and are in-person. No walk-in sessions will be held. Same day appointments will be added daily for customers who are disconnected. Please call 440-350-9160 if you meet these guidelines for same day appointments. Ohioans can visit [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov) to start their application prior to their required agency interview with Lifeline. To schedule an appointment call, 1-440-381-8230 or visit <https://app.capappointments.com/>

Clients need to bring copies of the following documents to their appointment:

- Copies of their most recent water/wastewater bills;
- A list of all household members and proof of income for the last 30 days or 12 months for each household member;
- Proof of U.S. citizenship or legal residency for all household members;
- Proof of disability (if applicable)

Lifeline’s office will be closed on Monday, February 21 in observance of President’s Day.

Lifeline for the Empowerment and Development of Consumers was founded in 1973 with the mission of helping Lake County residents by providing them assistance and life skills programming that is designed to increase self-sufficiency. In 1980 Lifeline became a participating agency of the United Way of Lake County, UWLC, and in 1987 was designated a community action agency by the Ohio Department of Development, ODOD. In 2008, Lifeline was designated as a mental health agency by the Ohio Department of Mental Health and Addiction Services. Lifeline received interim designation as Geauga County’s community action agency in 2020.

Today Lifeline continues with the same mission of helping Lake County’s low-income residents break the cycle of poverty and make the transition from agency-dependency to self-sufficiency. Lifeline’s current programming includes services in the healthcare, housing & energy assistance, information & referral services and consumer education & job training areas. Our motto is ‘helping people, changing lives.’ Lifeline is currently funded by the UWLC and by grants through the ODOD, the Lake County Board of Commissioners, the Lake County ADAMHS Board, Lake County Department of Job & Family Services, the City of Mentor, the Western Reserve Junior Service League, the Lake County Board of Developmental Disabilities, Lake Health and through private donors.