



News Release

Lifeline, Inc.

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HEAP Winter Crisis Program Begins November 1 October 28, 2022

PAINESVILLE, Ohio— The Ohio Department of Development and Lifeline want to remind Ohioans that assistance is available to help with their home energy bills. The Home Energy Assistance Program (HEAP) helps Ohioans at or below 175% of the federal poverty guidelines pay their heating bills. Ohioans who are threatened with disconnection, have been disconnected from their utility service, transferring services, establishing new services, have a PIPP default with a disconnection notice at or below 25% fuel, may also be eligible for the HEAP Winter Crisis Program, which starts on November 1, 2022.

Ohioans can visit energyhelp.ohio.gov to apply online, download a copy of the application, or find contact information for a local Energy Assistance Provider. Individuals will need to have copies of the following documents to include with their application:

- Most recent utility bills
- A list of all household members (including birth dates and Social Security numbers)
- Proof of income for the past 30 days for all household members (12 months for certain income types)
- Proof of U.S. citizenship or legal residency for all household members
- Proof of disability (if applicable)

HEAP benefits are applied to an individual's energy bill after Jan. 1. If you need immediate assistance with your energy bills, please contact Lifeline, Inc.

The HEAP Winter Crisis Program assists low-income households that have been disconnected (or have a pending disconnection notice), need to establish new service, need to pay to transfer service, or have 25% (or less) of bulk fuel supply remaining to help stay warm this winter.

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 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/>

Eligible households can receive a payment for their main heating source and/or their secondary heating source (electric). The program can also assist with fuel tank placement, fuel tank testing, and furnace repair. Ohioans must have a gross income at or below 175% of the federal poverty guidelines to qualify for assistance. For a family of four, the annual income must be at or below \$48,563.

For more information about the Winter Crisis Program locally and what is needed to apply, contact Lifeline's Energy Assistance Office at 440-350-9160 or visit our website at www.lc lifeline.org. Lifeline's office re-located in June 2022 and is now located at 8 N. State Street, Suite 300 in Painesville. Additional information can also be found at www.energyhelp.ohio.gov or by calling (800) 282-0880.

More than 550 households in Lake County were assisted through the Home Energy Assistance Winter Crisis Program from November 1, 2021, to March 31, 2022.

“With the financial impacts of the COVID-19 pandemic and inflation on our residents and local community and heating costs expected to rise, we anticipate more people than ever needing help with heat,” said Carrie Dotson, Executive Director at Lifeline. “Our winters can be harsh, particularly in northeast Ohio and this program helps people heat their homes safely without needing to choose between basic needs like heat, rent, medications and food.”

Applications for the HEAP Winter Crisis program must be received by March 31, 2023. The last day to apply for the regular HEAP benefit is May 31, 2023. For more information on the programs, visit energyhelp.ohio.gov or call Lifeline, Inc.

Ohioans also have the option of enrolling in a longer-term plan, PIPP Plus, which allows them to pay a percentage of their income rather than high bills they cannot afford. Under PIPP Plus, customers pay five percent of their monthly income or \$10 a month, whichever is greater, to both electric and gas utilities. Customers in all-electric homes pay 10 percent or \$10, whichever is greater. This stays the same for 12 months and then income is rechecked. The key to this program is keeping up with on-time payments, said Marina Rivera, Energy Programs Manager at Lifeline.

“For each on-time and full monthly payment, PIPP Plus customers see a credit on their bills for their current balances and a credit toward their accumulated arrearage,” Rivera said. “PIPP Plus helps customers eliminate old utility debt and avoid new utility debt.”

To be eligible for PIPP Plus, customers must have a household income at or below 175 percent of the federal poverty line and be a customer of a regulated gas or electric company. Any adult household member reporting zero income will be asked to provide tax documentation as verification. The program is administered by the Ohio Development Services Agency and the Public Utilities Commission of Ohio.

The office will be closed on Tuesday, November 8 in observance of Election Day and Friday, November 11 in observance of Veteran's Day and on Thursday and Friday, November 24 and 25 for Thanksgiving.

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 & Geauga Counties' 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, guardianship, 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.