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Development

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Heating Assistance Available to Help Ohioans Avoid Winter Chill Closed 11/22/23 and 11/23/23 for Thanksgiving

The Ohio Department of Development and Mahoning-Youngstown Community Action Partnership (MYCAP) want to ensure Ohioans stay warm and comfortable this winter by helping alleviate the burden of costly energy bills.

From Nov. 1, 2023 through March 31, 2024, income-eligible Ohioans can receive one-time assistance with their home energy bill through the Department of Development's [Home Energy Assistance Winter Crisis Program](#).

The Winter Crisis Program assists Ohioans facing service disconnection, have been disconnected, need to establish new service, need to pay to transfer service, have a [Percentage of Income Payment Plan \(PIPP\)](#) default, need to make their first PIPP payment, or have 25 percent or less supply of bulk fuel in their tank to maintain service. Qualifying households must have a gross annual income of at or below 175 percent of the federal poverty level. For a family of four, that is up to \$52,500.

Last year, the Winter Crisis Program assisted more than 67,000 households in Ohio, providing a total of \$19 million in benefits.

"A warm and comfortable home should not be a luxury only some people can afford," said Lydia Mihalik, director of the Department of Development. "This program does more than just provide financial assistance; it shows some of our most-vulnerable residents that we're here to lend a helping hand when they need it most."

Households serviced by a Public Utilities Commission of Ohio (PUCO)-regulated utility must sign up for PIPP or another payment plan if there is still an outstanding balance on the utility bill after receiving assistance.

Ohioans can start their application online but will need to schedule an appointment with their local energy assistance provider to complete the application. Depending on the agency, the appointment may be in person, on the phone, or virtual. The application and list of providers can be found online at energyhelp.ohio.gov. Ohioans can also call 800-282-0880 to find their local provider. Hearing impaired customers may dial 711 for assistance.

NEW PROCEDURE-Those who did not have all necessary documents at the time of their appointment and need to return to complete their application will need to call the appointment line at 2pm Monday through Thursday to schedule an appointment using the walk-in option. This option provides limited appointments for the next business day so schedule only after you have all the items needed to complete your application. On return the most recent income will be needed.

To apply for the program, clients are required to schedule an appointment with MYCAP. Appointments can be scheduled by calling 330-778-2992. Those whose service is off or need a payment to transfer or get new service should call the appointment line at 2pm. Monday through Thursday and schedule under the limited walk-in option which schedules for our next business day morning. Bulk fuel clients with 25% or less supply do not need to schedule and will be taken between 8am-11am and 1pm-4pm. On-line scheduling available using <https://app.capappointments.com/>

Seasonally employed which includes teachers, landscapers, etc. must provide 12 months of income. Self-employed individuals must provide a tax return transcript. To obtain call the IRS at 1-800-908-9946 or go to IRS.gov

All applicants must provide the items listed below and depending on circumstances additional documentation may be required, such as if your household was being maintained with a support letter the last time you reverified your PIPP, HEAP, Winter, Summer Crisis

77or LIHWAP Water/Sewer assistance, an IRS Tax Return Transcript will be required before your application can be completed.

Columbus, Ohio 43215 U.S.A.

800 | 848 1300

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

- Copies of their most-recent energy bills.
- A list of all household members and proof of income for the last 30 days or 12 months for each member.
- 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 your local Energy Assistance Provider. A list of providers can be found at energyhelp.ohio.gov.

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