



## Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

# CONSUMERS' FACT SHEET

Utility questions, concerns or complaints?

**CALL TOLL FREE:  
1-877-PICKOCC**

(1-877-742-5622)  
or (614) 466-8574

**Office of the Ohio Consumers' Counsel**

10 West Broad Street  
Suite 1800, Columbus, OH  
43215-3485

E-MAIL:  
occ@occ.state.oh.us

WEBSITE:  
www.pickocc.org

# 2009-2010 HOME ENERGY ASSISTANCE PROGRAM: HEAP GUIDELINES



The Home Energy Assistance Program (HEAP) is a federally-funded program managed by the Ohio Department of Development. It is designed to help income-qualified consumers pay for winter heating costs.

There are two different types of HEAP programs: HEAP and Emergency HEAP (E-HEAP). To use HEAP and E-HEAP your total household income must be at or below 200 percent of the federal poverty level.

## HEAP

This program pays a portion of consumers' winter heating bills. Consumers can use HEAP one time per winter heating season. The amount of aid received varies and is determined by the following criteria:

- ▶ Household income at or below 200 percent of federal poverty guidelines;
- ▶ Number of people in household;
- ▶ Cost of primary heating fuel or bulk fuel supplied;
- ▶ Amount of aid received from federal grants; and
- ▶ Geographic region of the state.

## How to apply for HEAP

Applications can be submitted Aug. 1, 2009 through May 31, 2010. Consumers should fill out the application completely and send it with a copy of their most recent energy bill, and proof of income for the past 12 months for all members of the household 18 years of age and over, to: HEAP, P.O. Box 1240, Columbus, Ohio 43216. Applications can be obtained from the following organizations:

- ▶ Community action agencies;
- ▶ County department of job and family services offices;
- ▶ Area agencies on aging;
- ▶ Office of the Ohio Consumers' Counsel (1-877-742-5622);
- ▶ Ohio Department of Development (HEAP office 1-800-282-0880); and
- ▶ Some utility payment centers.

## HEAP Payments

HEAP-qualified consumers living in households served by state-regulated utilities will receive a one-time credit on their winter heating bill. Vouchers will be sent to those HEAP-qualified consumers who:

- ▶ Receive bulk fuel;
- ▶ Have a master metered account (one main meter that serves several accounts); or

**2009-2010 HOME ENERGY ASSISTANCE PROGRAM: HEAP GUIDELINES**

**CONSUMERS' FACT SHEET**

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals.

To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).



*The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.*

- ▶ Are customers of a rural cooperative or municipal utility.

Consumers who receive vouchers can redeem them with the company or utility that supplies the heating source.

**Emergency-HEAP**

E-HEAP is a special part of HEAP that provides payment aid once per heating season to consumers who:

- ▶ Have been disconnected or received a shut-off notice; or
- ▶ Have less than a 10-day supply of bulk fuel.

**How to Apply for E-HEAP**

To apply, consumers must:

- ▶ Complete an application in person at a local community action agency;
- ▶ Be an adult member of the household;
- ▶ Interview one-on-one with an assisting agency;
- ▶ Submit proof of income for all household members 18 years and older;
- ▶ Submit shut-off notice and most recent utility bill; and
- ▶ Provide Social Security numbers for all household members two years and older.

To receive E-HEAP, households served by a state-regulated utility also must sign up for a payment plan, such as the Percentage of Income Payment Plan (PIPP).

Criteria for the winter 2010-2011 Emergency Home Energy Assistance Program will be determined in the fall. To find out about eligibility, call 1-800-282-0880 to locate the closest agency later in the year.

**E-HEAP Payments**

Once the consumer has been notified he or she is qualified for E-HEAP, the local agency will authorize the payment to the energy supplier.

If the consumer has bulk or delivered fuel, the payment will cover prevention of disconnection, reconnection of service and 30 days of service. In addition, E-HEAP requires households heating with bulk fuel to receive a delivery of fuel. In certain cases, the program also can pay for heating system repairs.

Applicants should call to make an appointment at a community action agency and verify what documentation they should bring with them to verify eligibility.

Customers of Cleveland Electric Illuminating, Columbia Gas of Ohio, Dominion East Ohio, Duke Energy, Ohio Edison or Toledo Edison may want to contact the company for additional emergency assistance programs.

**2009 - 2010 HEAP and E-HEAP Income Guidelines**

A household with a total income less than the following guidelines may qualify for HEAP and E-HEAP assistance:

Size of household	Total household income for 12 months
1.....	\$21,660
2.....	\$29,140
3.....	\$36,620
4.....	\$44,100
5.....	\$51,580
6.....	\$59,060

\* For households with more than six members, add \$7,480 per person