



For Immediate Release

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Emergency HEAP Department at WCCS Gearing UP

Lebanon, OH. October 27, 2011 – The Emergency HEAP Department is gearing up for a busy season. The Winter Crisis Program administered by Warren County Community Services Inc. (WCCS) is getting prepared for assisting those families and individuals who are faced with a disconnection notice or have had their utilities turned off or have a less than a 10 day supply of bulk fuel. Bulk fuel customers may qualify up to \$750.00 worth of assistance.

For those customers who have a disconnection with a regulated utility such as Duke or DP&L or have had their utility shut off, there is an Option to avoid disconnection or get their services turned back on. The Winter Reconnect Order or “Winter Rule” ordered by the PUCO has issued the order to go in effect October 17, 2011 thru April 13, 2012.

Customers may use the plan only one time between October 17, 2011 and April 13, 2012. There is no income eligibility requirement, but the plan requires the customer to sign up for a payment plan to pay the past-due balance on their utility bill.

Under the plan customers who have had service disconnected due to nonpayment can have their service restored if they pay the amount owed or \$175.00, whichever is less, plus a service reconnection fee of no more than \$36.00. If using the order, the customer must tell the utility company they are evoking the “Winter Rule”.

The Winter Crisis Program begins November 1 and payments made on behalf of customers from the Emergency Home Energy Assistance Program (E-HEAP), may be applied to the \$175.00. For guideline and eligibility requirements please call our toll free telephone number at 1-866-747-1042 or visit www.wccsi.org.

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