



Emergency –HEAP (E-HEAP) Fact Sheet

Emergency HEAP is designed to assist low-income households with their energy needs. This includes providing financial assistance to those who are threatened with disconnection of utilities, have already had service disconnected, or who have less than a ten day supply of bulk fuel.

There are two programs to **Emergency HEAP** the Winter Crisis Program and the Summer Crisis Program. Each program has its own set of specific guidelines for assistance. There is also the Regular HEAP program which is administered from the Ohio Department of Development.

The programs and guidelines are subject to change due to limited funding.

This Winter Crisis Program can assist those who qualify for a one time benefit of up to \$750.00 for fuel oil, \$750.00 for propane and \$350.00 for wood, coal and corn pellets. A one time payment of up to \$175.00 for eligible customers facing a disconnection or have had their services disconnected with their regulated utility company is also available.

Enrollment for various payment programs with a regulated utility such as Duke and Dayton Power & Light are a requirement for those receiving assistance.

Winter Crisis Program begins November 1 and the Summer Crisis Cooling Program begins July 1.

For information regarding Emergency HEAP please contact our toll free phone number at 1-888-747-1042.