

**Winter Crisis Program**  
**November 1<sup>st</sup>2019 thru March 31<sup>st</sup>2020**  
**PIPP Plus Enrollment • PIPP Plus Recertification**  
**PIPP PLUS is available year-round**

**Scheduling Appointments:**

- **Same Day Appointment - Call 513-569-1850 option #2 or visit [capappointments.com](http://capappointments.com) (Open Monday thru Thursday 9am –11am to receive an appointment between 1pm-2:30pm)**
- **28 Day Appointment – Call 513-569-1850 option #1 or visit [capappointments.com](http://capappointments.com)**
- **Senior Citizens (over 60) – Call 513-569-1850 option #3**  
**(Online scheduling works best with Google Chrome)**

**PURPOSE:** The Winter Crisis Program is design to provide qualifying households a one-time benefit during the winter months to help with reconnecting or stopping disconnection of utility service, transferring services, or obtaining new service. The program offers up to \$175 towards households’ utility service. **Funding is also available for households with bulk fuel usage. Applicants wishing to apply for bulk fuel must have 25% or less fuel capacity and have an established account in their name at the time of application.**

**ELIGIBILITY:** Applicants applying for Winter Crisis program must be at or below 175% of the Federal Poverty Guidelines, reside in Hamilton County and provide proof of citizenship.

**PIPP PLUS** is a year-round payment plan that offers households’ affordable monthly payments that help maintain services. Each time a household makes their PIPP PLUS payment on time and in full, they will receive credits towards old utility debt and prevent new utility debt from occurring.

**ELIGIBILITY:** Applicants wishing to apply for PIPP PLUS must be at or below 150% of the Federal Poverty Guidelines.

**POVERTY GUIDELINES:** Family size of person(s) in household income must be at but not exceed:

Size of Household	12-Month Income Limit		30-Day Income Limit	
	<u>150%</u>	<u>175%</u>	<u>150%</u>	<u>175%</u>
1	\$18,735.00	\$21,857.50	\$1,561.25	\$1,821.46
2	\$25,365.00	\$29,592.50	\$2,113.75	\$2,466.04
3	\$31,995.00	\$37,327.50	\$2,666.25	\$3,110.63
4	\$38,625.00	\$45,062.50	\$3,218.75	\$3,755.21
5	\$45,255.00	\$52,797.50	\$3,771.25	\$4,399.79
6	\$51,885.00	\$60,532.50	\$4,323.75	\$5,044.42
7	\$58,515.00	\$68,267.50	\$4,876.25	\$5,688.96
8	\$65,145.00	\$76,002.50	\$5,428.75	\$6,333.54

**CAA reserves the right to request additional information for individuals applying for the HEAP benefit.**

**\*\*\*Please see reverse side of this flier for important documentation information\*\*\***

## Documentation needed to apply for services:

*(All documentation is required each time you apply for services)*

- Valid Picture ID for Applicant (Includes all individuals listed on utility bill and those applying on applicant's behalf. Current notarized letter is also required for individuals' applying on applicant's behalf)
- Current Duke Energy Utility Bill (actual bill only, no door hangers.)
- Social Security Cards for all household members. (Must have the actual card or printout).
- Proof of U.S. Citizenship for all household members- Birth Certificate, Baptismal records (must show place and date), U. S. Passport, Voter registration card, Military Service Record, Verified Citizenship for OWF Program, Indian Census Record.
- Proof of Legal Resident/Qualified Alien- Naturalization Papers/ Certification of Citizenship, INS ID Card, Alien Registration Cards/ Re-entry permits, Permanent Visa, INS Form.
- Proof of Income for the entire household for the past 30 days for all income types, **except** Self-employment and Seasonal income. **Self-employed and seasonal households most provide 12 months of documents.**
- **Reporting Zero income:** Must provide written statement from income source with contact info (name address, phone) detailing how your bills are paid (rent, food, utility etc.) for past 30 days. If applicable, must provide current Subsidized housing Contract Cover Letter/ Annual Lease Addendum, Rental Lease and Food Stamp printout. Please know that further documentation maybe requested, such as "**Wage and Income Transcript**" for all household members over 18 years of age.
- Please know that further documentation may be requested such as (IRS Transcript) and others.

### Examples of Accepted Income

**Please note:** This is **only an example** of typical income sources and **is not** inclusive of all income documentation that may be required. If you have questions about your income documentation, ask to see a HEAP staff member **before you are call** for services.

**Employment Wages:** Last (2) check stubs for monthly wages. Last (3) check stubs for bi-weekly wages. Last (5) check stubs for weekly wages **or** Employment Verification Form from employer showing GROSS income for the last 30 days.

**TANF, DA:** Current Award Letter

**Utility Allowances:** Subsidized Housing HAP Contract Cover Letter/ Annual Lease Addendum

**Social Security, SSI & SSDI:** Current Award Letter

**Pension, Veterans, Retirement:** Current Award Letter

**Unemployment, Employment Disability, Workers Compensation, Child Support:** Last (2) stubs if paid monthly. Last (3) stubs if paid bi-weekly. Last (5) stubs if paid weekly **or** Award Letter showing benefit amount and time period.

**Self-employment-** Self-employment form for the past 12 months and IRS 1040 that was submit to the IRS.

**Seasonal Worker:** past 12 month's income from the date of the application.

**Must have all the requested documentation for service. Other qualifications may apply.**