



Winter Crisis Program
November 1st2023 thru March 31st2024
PIPP Plus Enrollment • PIPP Plus Recertification PIPP
PLUS is available year-round

Scheduling Phone Interviews Appointments:

- Same Day Appointment - Call 513-685-4478 option #2 or visit <https://app.capappointments.com/> (Open Monday thru Thursday 9am –11am to receive an appointment between 1:30 -3:45pm)
- 28 Day Appointment – Call 513-685-4478 option #1 or visit <https://app.capappointments.com/>
- Apply online by Visiting www.energyhelp.ohio.gov (HEAP and PIPP Plus ONLY)
(Online scheduling works best with Google Chrome)

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 required documents.

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 175% of the Federal Poverty Guidelines.

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

	12-Month Income Limit	30-Day Income Limit
1	\$25,515.00	\$2,097.12
2	\$34,510.00	\$2,836.43
3	\$43,505.00	\$3,575.75
4	\$52,500.00	\$4,315.07
5	\$61,495.00	\$5,054.36
6	\$70,490.00	\$5,793.70
7	\$79,485.00	\$6533.01
8	\$88,480.00	\$7,272.32

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).
Additional documentation will be required for proof of U.S. Citizenship if missing actual social security cards.
- 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:** If another person or organization is financially supporting you, please provide a statement from income source detailing how your bills are paid (rent, food, utility etc.). Also, please specify any cash amount(s) and the frequency of assistance. **Statement must include providers' name, address and phone number.** If applicable, you must provide a current Subsidized housing HAP Contract Cover Letter/ Annual Lease Addendum, Rental Lease and Food Stamp printout. Please know that further documentation may be requested, such as "Wage **and Income Transcript** for all household members for all household member 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 complete prior year IRS 1040 including all schedule's 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.](#)