FOR IMMEDIATE RELEASE
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Community Action Agency Offers Winter Crisis Program to Help Hamilton County Residents Keep the Heat On

More than 73,000 Ohio households received help last year

CINCINNATI, OHIO – The Cincinnati-Hamilton County Community Action Agency (CAA) want to help ease the burden of costly energy bills this winter and keep Ohio families warm. Beginning Nov. 1, income-eligible Ohioans can receive one-time help with their home heating bill through the Home Energy Assistance Winter Crisis Program (WCP). The program runs through March 31, 2027.

“We know that people have been experiencing higher energy bills and looking for relief opportunities,” says Dianne Doizer, HEAP Program Manager. “During the winter months, we want to ensure that families are able to pay their utility bills and our program will help.”

WCP assists Ohioans who are facing service disconnection, have already been disconnected, need to establish new service, or must pay to transfer service. It also supports households with 25 percent or less of bulk fuel in their tank so they can maintain service.

To qualify, a household must have a gross annual income at or below 175 percent of the federal poverty level. For a family of four, that is $57,750.

Last year, WCP helped more than 73,000 Ohio households, providing $25.5 million in benefits.

To apply, residents of Hamilton County must schedule an appointment with CAA. Appointments can be scheduled by calling 513-685-4478or visiting Cincy-CAA.org. Ohioans can also start an application online and find their local energy assistance provider at energyhelp.ohio.gov.

Applicants should bring copies of the following to their appointment:

- Their most recent energy bills
- A list of all household members and proof of income for the last 30 days or the last 12 months for each member
- Proof of U.S. citizenship or legal residency for all household members

- Proof of disability, if applicable

Households served by the Public Utilities Commission of Ohio (PUCO) regulated utility must sign up for the Percentage of Income Payment Plan (PIPP) or another payment plan if an outstanding balance remains on the utility bill after receiving assistance.

CAA hosts Super Saturday events during Winter Crisis to help assist clients. The Super Saturday events for this period are:

- November 21, 2026
- December 12, 2026
- January 16, 2027
- February 13, 2027
- March 13 and March 27, 2027

All Super Saturday events will be held at CAA in Bond Hill, 1740 Langdon Farm Rd., Cincinnati, OH 45247.

For more information about WCP and what is needed to apply, contact Dianne Doizer, HEAP Program Manager at 513-569-4362 or DDozier@cincy-caa.org. To be connected with your local energy assistance provider, visit energyhelp.ohio.gov.

ABOUT CINCINNATI-HAMILTON COUNTY COMMUNITY ACTION AGENCY

At Community Action Agency | Cincinnati-Hamilton County, we envision an equitable community where everyone is equipped with the tools and resources to be self-sufficient. Through advocacy, partnerships, and high-quality programs, our dedicated team is breaking down barriers to equity and opportunity, while building self-sufficiency across generations.