

*Inspiring Dreams, Improving Lives*

HOME ENERGY ASSISTANCE PROGRAM

1740 Langdon Farm Rd • Cincinnati OH 45237

**Summer Crisis Program •** **PIPP Plus Enrollment • PIPP Plus Recertification**

**Important Message:** Appointments Only

* **Same Day Appointment** - Call 513-569-1850 Option #2 for a Monday thru Thursday 9am – 11am
* **28 Day Appointment** – Call 1.866.747.1039 HEAP 24 Hour Informational Line
* **Over 60 Years Old (Senior Citizens)** – Can Walk-In Monday thru Thursday8am – 9am

We are currently providing services for Summer Crisis Program and PIPP PLUS Program only

Summer Crisis is available July 3 thru August 31 or until all funds/products are exhausted. PIPP PLUS is available year-round.

Summer Crisis Program provides utility assistance up to $300. Qualified applicants may also receive a payment, a brand new air conditioner, a fan, or combination benefit.

**Eligibility**: Applicants applying for the Summer Crisis Program must be at or below 175% of the Federal Poverty Guidelines and reside within Hamilton County.

**Criterions:**

* **PIPP PLUS customers** or past PIPP Plus customers**,** and arein a default status, are **not** eligible for a monetary benefit; but, may receive an air conditioner or fan if meets the medical and/or age criteria and have not received an air conditioner or fan in the last three years (2012, 2013, and 2014).
* Customers that are enrolling in PIPP Plus for the first time may use the Summer Crisis benefit to assist with the first PIPP Plus payment if deemed eligible.
* **If you are 60 years** **of age or older** and your utility bill is in your name, you may apply without physician documentation. All other qualifications and documentation apply.
* **If you are under the age of 60**, your utility bill is in your name and you have a household member that is over the age of 60, you may apply without a physician documentation. You must present a valid picture ID for the household member over the age of 60, showing the address listed on your utility bill. All other qualifications and documentation apply.
* **If you are under the age of 60 and have a household member that is suffering from a chronic illness** and would benefit from assistance; will need **verified documentation from your physician** or registered nurse practitioner. The documentation must state, *“Due to a chronic illness, this patient would benefit from continued electric service and/or air conditioning”*and it must appear on a current CAA’s Medical Eligibility Form when applying (physician letterhead or prescription pad will be accepted on a discretionary basis). All other qualifications and documentation apply.

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 applying for PIPP PLUS must be at or below 150% of the Federal Poverty Guidelines, reside in Hamilton County and provide proof of citizenship*.*  Non-heating accounts are eligible to apply for PIPP PLUS also.

**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 ***cannot be expired*** (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)
* Custodial Documentation *if applicable* (court records or JFS award letter)
* Proof of Income for the entire household for the past 90 days ending with today’s date and beginning with 90 days from today.

* **Reporting Zero income:** Must provide written notarized 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. If applicable, must provide current Subsidized housing HAP Contract Cover Letter/ Annual Lease Addendum, Rental Lease and Food Stamp printout. Please know that further documentation may be requested.

**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, please see a HEAP staff member **prior** to being seen for services.

**Employment Wages**: Last three (3) check stubs for monthly wages. Last seven (7) check stubs for bi-weekly wages. Last (13) check stubs for weekly wages ***or*** Employment Verification Form from employer showing GROSSincome for the last 90 days

**TANF, DA:** Last (3) check stubs ***or*** 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 (3) stubs if paid monthly. Last (7) stubs if paid bi-weekly. Last (13) stubs if paid weekly ***or*** Award Letter showing benefit amount and time period

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

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