



ENERGY ASSISTANCE SERVICES

Find and Apply for the Program that Fits Your Needs

- Please sign your application if submitting by mail.
- Annual HEAP benefit and PIPP applications may take up to 12 weeks to process.
- We've implemented technology and efficiency tools to manage the start of each crisis period. While demand is often high early on, every household requesting support matters to us. We're working hard to respond to each request with care and urgency.

What kind of assistance do I need?	Program Purpose	How do I apply?	Will I be served by appointment?
Summer Crisis: July 1-September 30	Summer Crisis offers a one-time benefit to eligible Ohioans for electric bills, disconnections, and air conditioners. Eligibility is based on income, age, medical conditions, and utility status.	In Ohio, crisis assistance requires an appointment. Schedule an appointment online at stepforward.itfrontdesk.com or call (216) 480-4327 to use the automated scheduler.	YES
Annual HEAP Benefit: July 1-May 31	HEAP provides eligible Ohioans assistance with their home energy bills. Eligible Ohioans may apply once per year for a one-time benefit that is applied directly to the customer's utility or bulk fuel bill.	Apply online at energyhelp.ohio.gov or mail application to: Ohio Energy Programs P.O. Box 1240 Columbus, OH 43216	NO
Percentage of Income Payment Plan (PIPP): Income verification and payment reduction with loss of income	PIPP helps eligible Ohioans manage their energy bills. Monthly payments are set based on household income to help with affordability and budgeting. Annual eligibility reverification is required.	Apply online at energyhelp.ohio.gov or mail application to: Ohio Energy Programs P.O. Box 1240 Columbus, OH 43216	NO
Winter Crisis: November 1-March 31	Winter Crisis offers a one-time benefit to eligible Ohioans for heating bills, heating disconnections, and in some cases, bulk fuel benefits. Eligibility is based primarily on income and utility status.	In Ohio, crisis assistance requires an appointment. Schedule an appointment online at stepforward.itfrontdesk.com or call (216) 480-4327 to use the automated scheduler.	YES

For more information on our **Energy Assistance Programs and Services**, please call
Step Forward's 24 / 7, Automated Contact Center

(216) 480-HEAP / 4327

Your Energy Assistance Starts Here.
Scan Code to Get Started!



Understanding how to get help is important.

Crisis Appointments

Appointments are required only during crisis periods.

You may need an appointment if you need to be reconnected, are at risk of disconnection, or require bulk fuel assistance (winter only). Crisis eligibility may vary and is announced with each Winter and Summer Crisis program. Demand is highest at the start of each crisis period. Step Forward schedules all crisis appointments on a first-come, first-served basis using an automated system.

General Assistance

No appointment is required.

To apply for annual HEAP or PIPP energy assistance, households not in crisis can submit applications online or by mail. Drop-off applications are not accepted. In Ohio, online and mailed applications are processed in the order received. Processing may take up to 12 weeks.

For more information, visit: development.ohio.gov/individual/energy-assistance

Learn More and Consumer Rights



scan code

Learn about more Ohio utility assistance programs. Visit the Public Utilities Commission of Ohio

scan code

Know your rights as an Ohio consumer of utility services by visiting the Office of Ohio's Consumer Counsel



transforming lives +
strengthening communities