

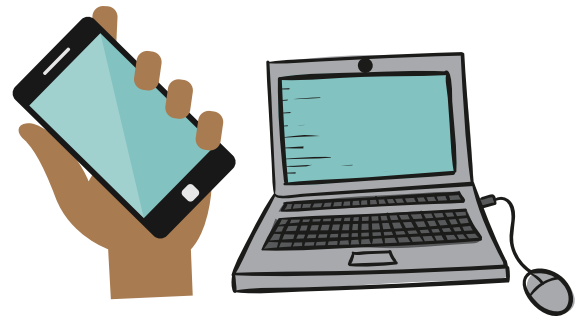


HEAP's Seasonal Crisis Programs help income-eligible Cuyahoga County residents who are threatened with disconnection, have been disconnected, or have less than a 25 percent supply of bulk fuel in their tank to maintain their utility service. This is a one-time benefit and is to be used in emergency situations.

STEP-BY-STEP GUIDE TO APPLY FOR SEASONAL CRISIS UTILITY ASSISTANCE

- 1. Make an appointment. You must have an appointment to receive assistance!**

Call (216) 480-HEAP (4327) or visit our website www.StepForward.ITFrontDesk.com to schedule. Scheduled appointments are conducted by phone Monday-Thursday.



If you are unable to get a scheduled appointment, a limited number of walk-in appointments are available daily at our **HEAP Offices**: 1801 Superior Avenue, Suite 400, Cleveland, OH 44114 or 2203 Superior Avenue, Cleveland, OH 44114. Walk-in hours are 8:00AM to 12:00PM Monday-Thursday.

- 2. Gather all required documents and paperwork to receive assistance at the time of appointment.**
- 3. For scheduled appointments, be prepared and available for our call.**

Bring copies of all required documents to your appointment. For phone appointments, staff will explain how to submit them. Everyone's situation is different; more documents may be needed. We'll help you with next steps to keep things moving smoothly.

Missed phone appointments must be rescheduled using the online appointment scheduler or automated scheduling by phone. If you are checking on the status of your assistance, please call (216) 480-4327.



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In an effort to serve our clients in an efficient manner **we must enforce the following:**
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- ▶ We are unable to fully process applications until all required documents are received.
- ▶ Please provide copies of all required documents. Originals cannot be accepted.
- ▶ Because every individual's situation is different, additional documents not listed here may be required. A Step Forward staff member will let you know what's needed and guide you through the next steps.

YOU WILL NEED the following documents for your appointment

- ✔ **Photo ID:** Required for each name listed on the gas and/or electric bill
- ✔ **Proof of Citizenship:** Required for all household members. Acceptable forms include birth certificates, Social Security cards, voter registration, U. S. Passport, etc
- ✔ **Current gas and electric bills**
- ✔ **Proof of Income:** Is required for the last 30 days for all household members 18 years of age and older. Acceptable documents include SSA, SSI and SSDI award letters, Pension statement, Child Support, Utility Assistance documents, etc
 - Individuals paid weekly need the last 4 paystubs
 - Individuals paid bi-weekly need 2-3 paystubs (make sure you have all paystubs for the last 30 days)
 - Individuals paid semi-monthly need 2 paystubs
 - Individuals paid monthly need 1 paystub
 - If paystubs are not available, you will need verification of your income from your employer (i.e. a printout of your last 30 days of pay)
 - Seasonal employees and Self-Employed individuals are required to provide 12 months of income documentation – if paystubs are not available, a printout from your employer is required
- ✔ **No Income:** If the household has no income, or no verifiable income, you will need the following:
 - IRS Tax Transcript
 - If you filed a tax return, you can call the IRS at 1-800-908-3346
 - If you did not file a return, you can call the IRS at 1-800-829-1040
 - You can go to the IRS website at www.irs.gov/individuals/get-transcript
 - You can visit the IRS office in the Federal Building at 1240 East 9th St. Monday through Friday between 8:30am and 4:30pm



home energy assistance program

The Home Energy Assistance Program (HEAP) helps income-eligible Greater Cleveland residents maintain their utility service when they are facing disconnection, have been disconnected, or have less than a 25% supply of bulk fuel. This one-time emergency benefit is designed to keep your home safe and warm during the winter months.

If your gas or electric service has been shut off for more than 10 days and/or if you are transferring service to a new address, you will need additional documentation from your utility provider before Step Forward can assist you.

Please follow the appropriate steps below before your HEAP appointment to get the required information and avoid delays in receiving help.

What You'll Need From Your Utility Company

Are you an Illuminating Company customer?

1. Call 1-800-633-4766.
2. Tell the representative you are applying for Step Forward's Winter Crisis HEAP program and need a Letter 29.
3. Be sure to request that the Letter 29 includes the \$175 payment option.
4. Ask them to email the Letter 29 to EASDocs@stepforwardtoday.org

Are you a Cleveland Public Power (CPP) customer?

1. Call 216-664-4600 or visit 1201 Lakeside Avenue, Cleveland, OH 44114.
2. Request a copy of your current bill in your name and bring it to your HEAP appointment.

Are you an Enbridge or Columbia Gas customer?

1. Enbridge: Call 1-800-362-7557 • Columbia Gas: Call 1-800-344-4077
2. Ask for your:
 - Pending account number, and
 - Account balance

Write that information below and bring this page to your HEAP appointment.

Account Holder Name _____

Account Number _____

Account Balance _____

Please note: Each customer's utility situation is different. Additional documentation not listed here may be requested or required.