



ENERGY ASSISTANCE SERVICES

Find and Apply for the Program that Fits Your Needs

- PIPP / HEAP applications can be completed online for your convenience.
- 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 to help with electric bills, disconnections, and cooling assistance. Qualifying households may also receive a fan and/or air conditioner, depending on eligibility. 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	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 total household income to help with affordability and budgeting. Annual eligibility reverification is required.	Apply online at energyhelp.ohio.gov	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