



2023-2024 HEAP Winter Crisis Program

Are you facing a disconnection on your gas or electric bills or have less than a 10 day supply of bulk fuel?

Are you worried about how you'll heat your home this winter?

If you answered yes to any of these questions, you may qualify for the Home Energy Assistance Program Winter Crisis Program (HEAP WCP).

The WCP program can provide a one-time payment per heating season (November 1 through March 31) for gas or electric utilities, or toward the delivery of wood, propane, fuel oil or kerosene to households when: a customer's gas or electric service has been disconnected; a customer has received a final disconnect notice; or the customer has less than a 10 day supply of bulk fuel.

All applicants must meet program guidelines, including income limits.

For more information, please contact:

Lifeline, Inc. Energy Assistance Office

PO Box 496 OR 8 N. State Street Suite 300

Painesville, OH 44077

Office Phone: 440-350-9160

Appointment Hotline: 1-440-381-8230

Appointment Website: <https://app.capappointments.com>

The Lifeline, Inc. Energy Assistance Office is open Monday-Friday 8:30 a.m. to 4:30 p.m.

Appointments can be scheduled by calling our appointment hotline at 1-440-381-8230 or visiting <https://app.capappointments.com>

Same day in-person appointments are available on a first-come, first served basis IF service is disconnected or if there is an IMMEDIATE need for bulk fuel at less than 25% remaining.

Please call our office at 440-350-9160 to schedule a same-day appointment.

Appointment hold will be done only once during the season for CEI and Dominion.

Applicants should have ALL required documentation with them so that their application can be completed at the time of their appointment.

Please contact our office at 440-350-9160 for a complete list of required documentation.