

Home Energy Assistance Services

Programs currently offered:

- ❖ Home Energy Assistance Program 2026 (HEAP), **July 1, 2025 – May 31, 2026**
- ❖ Summer Crisis Program 2025 (SCP), **July 1, 2025 – September 30, 2025**
- ❖ Winter Crisis Program 2026 (WCP), **November 1, 2025 – March 31, 2026**
- ❖ Percentage of Income Payment Plan (PIPP)

How to apply?

Apply for HEAP and PIPP only online: www.energyhelp.ohio.gov

Schedule a Crisis appointment by calling:

1. 24/7 automated phone line **567-354-0202**
2. Same-day Crisis appointment – **Wednesdays and Thursdays** **567-354-0202**
Same-Day Crisis line opens at 8:00 AM sharp.

All Appointment Methods will be conducted via phone interview.

Required Documentation

1. Social Security numbers for everyone in your household, regardless of age.
2. Proof of citizenship or legal resident for all household members.
3. Proof of gross income for the last 30 days for everyone 18 years and older.
4. Copy of a current gas, electric and/or bulk fuel utility bills.

How to Submit Required Documentation

1. Email: **HEAPSM@PathwayToledo.org**
2. Mail: **505 Hamilton St. Toledo, Ohio 43604**
3. Fax: **419-244-8835**
4. Drop Box: **Located outside of Pathway, Inc. Black Mailbox to the left of the main door.**

Please include your client number and/or social security number and contact information on ALL documentation.

Important Information

- All applications will be processed as normal.
- You will receive documentation/call after completion of your application.
- Questions and/or concerns you can call us at Pathway, Inc. **419-242-7304**

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Winter Crisis Program 2025-2026

The Home Energy Assistance Program (HEAP) Winter Crisis Program starts November 1, 2025 and runs until March 31, 2026. The **WCP provides a benefit once per heating season** to income-eligible household's main heating and/or electric accounts.

Income eligible Lucas County households must have a gross income at or below 175% poverty guidelines to qualify for assistance and must meet at least one additional eligibility **criteria** listed below:

- Households that are disconnected or have a pending disconnection notice.
- Households that have 25% (or less) of bulk fuel supply remaining.
- Need to establish new service
- Need to pay to transfer service.

The maximum benefit amounts for the 2025-2026 program year are:

Up to \$175 for customers of regulated utilities, up to \$750 for customers of un-regulated utilities (municipal utilities or cooperatives), up to \$1,200 Bulk Fuel benefit, and up to \$1,500 in Heating Unit Repairs.

Household Size	Household Annual Income HEAP/PIPP/WCP/SCP	Past 30 Days Income HEAP/PIPP/WCP/SCP
1	\$27,387.50	\$ 2,251.03
2	\$37,012.50	\$ 3,042.12
3	\$46,637.50	\$ 3,833.22
4	\$56,262.50	\$ 4,624.32
5	\$65,887.50	\$ 5,415.41
6	\$75,512.50	\$ 6,206.51
7	\$85,137.50	\$ 6,977.60
8	\$94,762.50	\$7,786.70

Pathway reduces poverty by providing comprehensive services that create pathways to self- sufficiency.

505 Hamilton Street • Toledo, Ohio 43604-8520 • (419) 242-7304 • <http://www.PathwayToledo.org>

To apply for the program, clients are *REQUIRED* to schedule an appointment by calling 567-354-0202.