



Quick Facts About the 2009 HEAP Summer Crisis Program

What is the Summer Crisis Program

The Summer Crisis Program is an electric utility assistance program that is available to provide assistance with summer cooling bills. The program will continue through August 31, 2009. No disconnect notice is required.

Who qualifies for the program, and what can eligible households receive

An income eligible household with a member who has an illness that would benefit from assistance to offset the increased cost of air conditioning, verified by a physician's statement, or has a member who is 60 or older -- is qualified to receive the following, not to exceed \$175 total. In addition:

- Residents with a tenant-based HUD section 8 housing subsidy are eligible if the electric bill is in their name.
- Income eligible customers who are not age 60 must fall at or below 175% of the Federal Poverty guidelines (listed below).

Size of Household	Total Household Annual Income	Past Three Months Income
1	\$18,952.50	\$ 4,738.13
2	\$25,497.50	\$ 6,374.38
3	\$32,042.50	\$ 8,010.63
4	\$38,587.50	\$ 9,646.88
5	\$45,132.50	\$11,283.13
6	\$51,677.50	\$12,919.38

How do eligible customers make an appointment

Customers are encouraged to schedule an appointment in all of our offices. In Darke County, please call (937) 548-8143. Greene County customers should call (937) 376-7747 or (937) 427-3377. Montgomery County customers must schedule appointments through our automated appointment line. The number is 1-866-504-7379. Customers in Preble County should contact (937) 456-2800 for assistance.

Please note Montgomery County's appointment line opens up each day at 6 a.m. and schedules for two weeks at a time. When allotted slots are full, the line will no longer accept appointments.

What if a customer is unable to make an appointment

The Summer Crisis Program is also available on a walk-in basis in each county. Our goal is to serve as many walk-ins as possible, while still acknowledging our scheduled appointments in a timely manner. Walk-ins are not guaranteed. Please note: Walk-ins are accepted in Montgomery County at 7 a.m. at the Main Street location ONLY.