



Home Energy Assistance Program (HEAP) Frequently Asked Questions (FAQs)

1. Why is my HEAP benefit lower this year?

The federal funding that supports the Home Energy Assistance Program (HEAP) has returned to pre-pandemic levels. During the COVID-19 pandemic, temporary federal relief legislation provided additional funding, which has now ended.

However, initiatives like the Winter and Summer Crisis programs remain fully available to help eligible Ohioans stay on top of their energy bills.

Additionally, if you qualify for HEAP, you will still receive benefits — no one will lose their eligibility as a result of this funding change. We remain committed to helping Ohioans access the energy assistance they need.

2. What determines my HEAP benefit amount?

Several factors go into determining a household's individual HEAP benefits, including:

- Household income and poverty percentage
- Fuel source (gas/electric, propane, oil/kerosene, coal/wood, etc.)
- Location within the state
- Percentage of Income Payment Plan (PIPP) – those on both HEAP and PIPP receive a 75% HEAP reduction.

If you have any questions about your specific HEAP benefits, contact your local Community Action Agency. To find your local agency, [click here](#).

3. When will I receive my HEAP benefit?

Your HEAP benefit will be applied directly to your main energy heating account, beginning in January.

4. How can I check the status of my HEAP application?

Visit EnergyHelp.Ohio.gov or contact your local energy assistance provider to check the status of your application. To find your local agency, [click here](#).

5. Why hasn't my HEAP application been processed yet?

Make sure all fields of your HEAP application have been completed and signed, all required documents are included, and that the application has been submitted online or mailed.

Please allow 90 days for regular HEAP and PIPP applications to process. If you applied online for assistance through the Winter Crisis Program, contact your local community action agency to schedule an appointment.

If you need assistance checking the status of your application, please contact your local Community Action Agency. To find your local agency, [click here](#).

6. What do I do if I cannot schedule a Winter Crisis appointment with my local energy assistance provider?

Appointments open throughout the day, so try to schedule with your energy assistance provider. You can try scheduling an appointment online via your agency's website.

When scheduling an appointment, be sure to have copies of your utility bills to enter your account numbers.

7. What if I move and have a new utility provider?

Please contact your local energy assistance provider to update your application. If you need help finding your local agency, [click here](#).

8. Do I have to provide a tax transcript if I file zero income on my HEAP application?

A filed IRS 1040 form, tax transcript, or proof of non-filing are required for all households reporting zero income for two or more seasons.