**EMERGENCY SERVICES**

Emergency Services Include:

**SUMMER/WINTER CRISIS-** This program AKA HEAP is designed to assist low income households with staying warm in the winter and cool in the summer. Eligibility is based on 175% of the federal poverty income guidelines. To receive electrical assistance in the summer, a chronic illness must be documented if no one in the home is 60+ year of age. Families who are facing an emergency situation and have a 10 day supply or less of heating fuel, or a heating utility shut off notice could qualify for assistance during the winter months,

For more information please call our location at 740-384-6421

**WATER BILL ASSISTANCE-** This assistance program is new to us. It is meant to help eligible customers who reside in Jackson or Vinton counties In a crisis situation with their water services. With a a one time assistance not to exceed the max benefit of $200. To be eligible, households must be at or below 125% of the federal poverty guidelines or receive TANF/OWF assistance and have a water bill in disconnect or shut off status. The water bill must be a in the name of the home member whom must be 18 years of age or older

For more information please call us at 740-384-5119

**PIPP PLUS-** Percentage of income payment plan is an extended payment arrangement requiring regulated gas and electric companies to accept payments based on a percentage of the household income. Homes heated with gas pay 6% of the monthly household income to both the gas and electric companies, while electricity heated homes pay 10% to the electric company. Eligibility for the program consists of utilizing a company regulated by the Public Utilities Commissionof Ohio (PUCO) for the primary or secondary heat source. Must have a total household income which is at or below 150% of the federal poverty level and apply for all eligible energy assistance programs. For more information about this please call us at 740-384-421 or toll free at 1-800-686-4339