

HOME ENERGY ASSISTANCE PROGRAM (HEAP)



Office of the Ohio Consumers' Counsel
"Your Residential Utility Consumer Advocate"
www.occ.ohio.gov



The Home Energy Assistance Program (HEAP), also known as "Regular HEAP," is a federally funded program administered by the Ohio Department of Job & Family Services, Office of Community Support Services. HEAP helps income-eligible households with their winter heating costs. Eligible households receive a one-time credit applied directly to their primary heating source (utility bill or bulk fuel) once per winter heating season.

Eligibility Guidelines

HEAP is available for customers served by not only utility companies regulated by the Public Utilities Commission of Ohio (PUCO), but also those served by local cooperatives, municipal utilities and bulk fuel. Both homeowners and renters may qualify for assistance.

To qualify for HEAP, the total household income must be at or below 175 percent of the federal income guidelines for households with up to seven people, and 60 percent of the State Median Income (SMI) for households of eight or more (see charts). Income is based on the last 30 days or the previous 12 months. Wages and salaries of dependent minors under 18 years old are excluded.

2026-2027 175% Income Guidelines

Size of household*	12-Month Limit	30-Day Limit
	175%	175%
1	\$27,930	\$2,295.62
2	\$37,870	\$3,112.60
3	\$47,810	\$3,929.59
4	\$57,750	\$4,746.58
5	\$67,690	\$5,563.56
6	\$77,630	\$6,380.55
7	\$87,570	\$7,197.53

For households with eight or more members, the income levels for 60 percent of the SMI are:

2026-2027 60% State Median Income

Size of household*	12-Month Limit	30-Day Limit
	60%	60%
8	\$94,881	\$7,798.44
9	\$96,946	\$7,968.16
10	\$99,010	\$8,137.81
11	\$101,069	\$8,307.04
12	\$103,132	\$8,476.60

How to apply

Consumers can apply online at www.energyhelp.ohio.gov or by scheduling an appointment with a local Energy Assistance Provider/Community Action Agency (EAP/CAA). An application can also be downloaded from the website and mailed or dropped off at the local EAP/CAA. Applications for the current winter heating season are accepted beginning

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July 1, 2026, until May 31, 2027. Applications may take up to twelve weeks to be processed.

To complete an application, customers are required to provide the following documents:

- A list of all household members and proof of income for the last 30 days (or 12 months) for each member over 18 years old. Wages and salaries of dependents under 18 years old are excluded.
- Most recent utility bills (natural gas and/or electric), regardless of account status.
- Proof of U.S. Citizenship or legal residency.
- Birth dates and Social Security numbers for all household members.
- Proof of disability, if applicable.

Failure to fully complete and sign the application and provide all required documentation will delay processing.

Program Benefits

HEAP benefit amounts vary and are determined by several factors, including:

- Household size and total household income.
- Type of primary heat source.
- The geographic region of Ohio.
- Someone in the home has a qualifying disability (documentation required).
- A person in the home is 60 years of age or older or five years of age or younger.
- The household is enrolled in the Percentage of Income Payment Plan (PIPP Plus). Learn more about PIPP Plus at www.occ.ohio.gov/factsheet/percentage-income-payment-plan-pipp-plus.
- Funding received from the U.S. Department of Health and Human Services.

HEAP benefits are applied to customers' accounts beginning in January of the current heating season. Customers with questions about HEAP (including specific benefits) should contact their local EAP/CAA, which can be located by visiting www.occ.ohio.gov/utilityassistance or www.energyhelp.ohio.gov.