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| **URGENT MESSAGE REGARDING HEAP/PIPP PROGRAM** |
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| Due to the declaration of a state of emergency for Ohio regarding COVID-19, effective immediately, HEAP customers who are below the required income threshold enrolling in the **Percentage of Income Payment Plan Plus** for the first time applying or applying for the **Winter Crisis Program** **are not required** to come to Community Action Akron Summit to apply. Community Action Akron Summit will continue to process applications online and receive paper applications.Community Action Akron Summit will also complete scheduled appointments over the phone for the remainder of this winter season (ending March 31, 2020). Customers that currently have a scheduled appointment must be available to complete the application process over the phone during their scheduled appointment time.The required documentation needed for HEAP can be dropped off at 670 W. Exchange Street or faxed to 330-313-3884 or uploaded if applying on-line at [www.energyhelp.ohio.gov](https://protect-us.mimecast.com/s/YpOAC5ywo2uwPoATOMcFs)  |

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