

# ***News Release***

**Lifeline for the Empowerment and Development of Consumers, Inc.**

**PO Box 496, Painesville, OH 44077**

**(440) 354-2148 carried@lclifeline.org**

**Home Energy Assistance Program Winter Crisis Program Set to Start November 1, 2009  
October 14, 2009**

**PAINESVILLE, Ohio**—The Emergency HEAP Winter Crisis Program (WCP) will begin on November 1<sup>st</sup> and this year applications will be processed by Lifeline, Inc., Lake County's Community Action Agency.

The WCP program can provide a one-time payment per heating season (Nov. 1 through March 31) for gas or electric utilities, or toward the delivery of wood, propane, fuel oil or kerosene to households when: a customer's gas or electric service has been disconnected; a customer has received a final disconnect notice; or the customer has less than a 10 day supply of bulk fuel.

There are several important changes to the HEAP WCP program for 2009-2010. Now under the administration of Lifeline, Inc., the Energy Assistance Office for Lake County has moved to a new location, at 8 N. State St. Suite 435 in Painesville, Ohio.

In addition, because of the challenging economic environment, the income guidelines for assistance have been increased, allowing additional households to qualify for assistance. Please contact the Energy Office to see if you meet eligibility guidelines at (440) 350-9160.

In order to help those who already have a critical energy situation, Lifeline's HEAP program will be doing special walk-in days at the start of the program. From Monday, Nov. 2 to Friday, Nov. 13 walk-in sessions will be held from 8:30 a.m. to 4 p.m. The office will be closed on Wednesday, Nov. 11 in observance of Veteran's Day. All walk-in sessions are on a first come, first served basis. Only customers who meet the eligibility requirements and have all required

documentation will be able to complete their application process that day. All others will be asked to return on another day or encouraged to schedule an appointment.

After Nov. 13, the Energy Office will offer both scheduled appointments and walk-in hours each week. Appointments can be scheduled by calling our automated appointment line at 1-866-223-1471. This line will also give you a list of the required documents needed to complete an application.

Lifeline for the Empowerment and Development of Consumers was founded in 1973 with the mission of helping Lake County residents by providing them assistance and life skills programming that is designed to increase self-sufficiency. In 1980 Lifeline became a participating agency of the United Way of Lake County, UWLC, and in 1987 was designated a community action agency by the Ohio Department of Development, ODOD.

Today Lifeline continues with the same mission of helping Lake County's low-income residents break the cycle of poverty and make the transition from agency-dependency to self-sufficiency. Lifeline's current programming includes services in the health, housing, energy and consumer education areas. Our motto is 'first to help, then to teach.' Lifeline is currently funded by the UWLC and by grants through the ODOD, the City of Mentor, the Lake County Board of Commissioners, the Western Reserve Junior Service League, the CVS Foundation, the Ohio Housing Trust Fund, Bikers Aiding Local Diabetics and through private donors.