

Winter Reconnect Order & Winter Crisis Program

Have your utilities been disconnected? Or have you been threatened with disconnection? If so, you can reconnect your utilities or avoid disconnection under the Winter Reconnect Order.

Winter Reconnect Order

The Winter Reconnect Order is in effect from October 5th through April 15th, 2021. It helps households with regulated utility service maintain electric and gas service during the winter heating season. Under the order, households can pay \$175 to avoid disconnection of service, reconnect service after disconnection or set up new service. A reconnection fee up to \$36 may be required where service has been disconnected. Contact your utility company to use the Winter Reconnect Order.

Winter Crisis Program

Do you need help paying \$175 under the Winter Reconnect Order? If so, you may be able to get help to pay this amount through the Home Energy Assistance Program (HEAP) Winter Crisis Program. The HEAP Winter Crisis Program begins on November 1st, 2020.

Households with an income at or below 175% of the Federal Poverty Guidelines are eligible to apply for the HEAP Winter Crisis Program. To apply for assistance, contact the local energy assistance provider for your county. Contact information is available in the box below.

Adams County	Adams/Brown Counties Economic Opportunities, Inc.	(937) 378-6041
Brown County	Adams/Brown Counties Economic Opportunities, Inc.	(937) 378-6041
Butler County	Supports to Encourage Low-Income Families	(513) 868-9300
Clermont County	Clermont County Community Services, Inc.	(513) 732-2277
Hamilton County	Cincinnati/Hamilton Community Action Agency	(513) 685-4478
Highland County	Highland County Community Action Organization, Inc.	(937) 393-3458
Warren County	Warren County Community Services, Inc.	(513) 970-6737

If you have questions or need legal assistance, please call the Legal Aid line at (513) 241-9400