



REMINDER: OIC Winter Crisis Program Will End March 31st

All applications need to be in our system by this date in order to assist you for the Winter Crisis Program.

The Winter Crisis Program provides a benefit once per heating season to an income-eligible Ohioan's main heating and/or electric accounts.

APPLICATION PROCESS:

- Applications can be picked up and dropped off at the HEAP drive-thru, 920 W. Main St., Springfield OH 45504
- Applications are also available on our website: www.oicofclarkco.org.
- Applications and all supporting documents are to be dropped off at the HEAP drive-thru **48 hours prior to phone appointment.**
- **HEAP drive-thru: 920 W. Main St., Springfield OH 45504
Monday-Friday, 8:00am-5:00pm, except Holidays (closed for lunch between 12:00pm-1:00pm daily)**
- **OIC WILL NOT** be able to complete your application or contact the Utility Company until all documents are submitted.

PHONE APPOINTMENT PROCESS:

- **Phone appointments** can be scheduled by calling **1-937-888-1032**
- or by going to: <https://oicifrontdesk.com>
- The State requires that a case manager speak with you about your crisis. **IF YOU DO NOT ANSWER we will not be able to assist you.** Remove spam block on your phone.
- If you are a Fuel Oil or Propane client and are at 25% or less, please come to the HEAP drive-thru with your completed application and let us know what percentage you are at on your tank.

For more information about the features of the Winter Crisis Program:

- Visit OIC's website: www.oicofclarkco.org
- Email OIC: heap@oicofclarkco.org
- Or visit www.energyhelp.ohio.gov