



CONTACT
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Winter Crisis Program Begins Next Week

Winter heating assistance for residents who need help paying for heat or who have had their heat turned off will be available beginning Nov. 1. However, residents can call now to make an appointment.

To be eligible for help, residents must live at or below 175% of the federal poverty line.

Residents who have received a disconnect notice are especially urged to call the HEAP hotline at 1-855-806-9620 to make an appointment. The automated line is available 24 hours a day, 7 days a week. Utility companies may not disconnect your service if you have made an appointment to determine your eligibility.

LCCAA serves clients at three locations: the new office at 936 Broadway in downtown Lorain, our long-time office in the Wellington Village Hall, 115 Willard Memorial Square and a new satellite location at St Agnes Church, 611 Lake Ave., Elyria.

At the Lorain office, walk-in hours are Mondays from 9 a.m. to 6 p.m. and Tuesday through Friday from 8 a.m. to 5 p.m. Appointments are available all day long as well. The Wellington Office sees walk-ins only in the morning and by appointment in the afternoon. Wellington is only open on Wednesday from 7:30 a.m. to 4:30 p.m. during the crisis period.

The Elyria office does not take walk-ins. Appointments are available from 8 a.m. to 5 p.m. Monday through Friday.

All sites are closed for lunch daily from 12 p.m. to 1 p.m.

LCCAA's automated appointment line includes a recorded message describing the documents needed for the appointment. Those needing to do so may also speak to a representative during regular office hours.

Last year LCCAA directly helped more than 3,700 clients during the winter crisis period. The crisis period ends March 31, 2018.

The Winter Crisis Program is funded by the U.S. Department of Energy and administered by the Ohio Development Services Agency's Office of Community Assistance.

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