



**CRISIS INTERVENTION PROGRAM**  
MECKLENBURG COUNTY, NC



## Do you need help paying your heating or cooling bill?

The Mecklenburg County Department of Social Services is offering help to residents by providing Crisis Intervention Program (CIP) funds to eligible households. The Crisis Intervention Program is a federal program that assists individuals and families who are experiencing a heating or cooling related crisis, a life threatening or health related emergency, and have a final notice or past due utility bill. Assistance is available year-round or until funds are exhausted.

### HOW DO I APPLY?

- Visit our All ACCESS POINT at <https://allaccess.mecknc.gov> to apply for benefits, submit documents for existing cases and much more.
- Visit <https://epass.nc.gov/> to apply online
- Download the CIP application on our county website [www.mecknc.gov/ENERGY](http://www.mecknc.gov/ENERGY) and:
  - Mail completed application to 301 Billingsley Road, Charlotte, NC 28211
  - Email your completed application to [Energy-CIP-LIEAP@mecklenburgcountync.gov](mailto:Energy-CIP-LIEAP@mecklenburgcountync.gov)
  - Drop-off completed application at one of our DSS locations:
    - Wallace Kuralt Building at 301 Billingsley Road, Charlotte NC, 28211
    - Community Resource Center at 3205 Freedom Drive, Suite 1000, Building A, Charlotte, NC 28208
- Call our DSS Call Center at 704-336-3000 to complete a telephone application.
- Walk-in to apply at either of our DSS locations (when County offices are open)

### HOUSEHOLD CRITERIA

- At least one eligible U.S. Citizen or Legal Resident
- Income below 150% of the Federal Poverty Limit (see table below).
- Be responsible for energy bills
- Households must be in a heating or cooling related emergency.

### WHAT FORMS OF VERIFICATIONS ARE REQUIRED?

- Any of the following forms of identification: State ID Card, Driver's License or Passport
  - Utility Bill
  - Social Security Number
  - Proof of Income



**Scan Me!**