

North Carolina's Energy Programs Crisis Intervention Program (CIP)

The CIP program provides assistance to low-income families who are experiencing or in danger of experiencing a heating or cooling-related emergency and is in a crisis if it is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency. CIP funding is available July 1, 2020, until Jun 30, 2021, or until funds are exhausted. Households may qualify if they have a final notice, past due notice from their heating/cooling source vendor or if their heating/cooling source is already disconnected/exhausted, or they are in need of establishing a new heating/cooling service.

Households can access the CIP application through <https://epass.nc.gov>.

Completed applications can be mailed, faxed or dropped off at the Consolidated Human Services (CHS) Office.

Households may also request an application be mailed to them or pick up an application at the CHS Office.

Information needed:

- Social Security Numbers and dates of birth for ALL household members
- Check stubs, wage statements, child support, bank or retirement fund statements reflecting GROSS income for the month of application for applicant and all household members that work
- Utility notice
- Phone number (mailed, faxed, or dropped off applications cannot be processed without a phone interview).



Hours of Operation:

Monday and Friday-8am to 5pm

Tuesday and Thursday-7am to 5pm

Wednesday-7am to 2pm

Location: Consolidated Human Services

612 College Street

Jacksonville, NC 28540

Contact:

Kim Hoffman 910-219-4820

Cathy Turner 910-219-4825