

## Winter Heating Guide 2009

Discounts on Utility Bills			
Program	Description	Income Guidelines	Contact Information
<b>Home Energy Assistance Program (HEAP)</b>	Pays a one-time discount on the heating bill for most PUCO-related utility customers reflecting their usage for current winter heating season	<b>See Table 1</b>	Ohio Dept.of Development: (800) 282-0880 TDD: (800) 686-1557; energyhelp.ohio.gov
<b>E-HEAP's Winter Crisis Program (WCP)</b> <b>Application must be completed at the HEAP office;</b> <b>Program runs November 1, 2009 - March 31, 2010</b>	Assistance once per heating season to eligible households that are disconnected, have a disconnection notice or have less than a 10-day fuel supply	<b>See Table 1</b>	Lake County HEAP Office: call for appointments at 1-866-223-1471 beginning Nov. 2, 2009. Appointments will start on Nov. 16, 2009; VERY LIMITED walk-in appointments until Nov. 16. *
<b>Ohio Energy Credits Program (OEC)</b>	Customers age 65 or older or totally/permanently disabled receive an Energy Assistance benefit of up to 30% beyond what they receive under HEAP	<b>See Table 1</b> Part of HEAP application	Ohio Dept.of Development: (800) 282-0880 TDD: (800) 686-1557; energyhelp.ohio.gov
<b>Energy Share</b> <b>(Dominion East Ohio customers)</b>	Funds available beginning January 1, 2010 for help with gas bills or fuel oil	If under 60 years of age, must have a shut-off notice; no shut-off notice required if 60 or older	Salvation Army in Painesville: (440) 354-3774; must call for an appointment; eligibility will be determined then
Budgeting Utility Bills			
<b>Percentage of Income Payment Plan (PIPP)</b> <b>(Standard PIPP Program, 3 Percent Electric PIPP, Balanced Payment Plan)</b>	Regulated utility companies offer PIPP to allow customers to pay a percent of their monthly income to maintain utility service and prevent disconnection	<b>See Table 2</b> in this document for Standard PIPP; Balanced Payment Plan based on winter PIPP payments and actual summer usage; must also apply for all energy assistance and weatherization programs for which you are eligible	Contact local utility co. or Public Utilities Commission of Ohio (PUCO): (800) 686-7826; www.PUCO.ohio.gov
<b>PIPP Arrearage Crediting Program</b>	Assists customer with transition from making monthly PIPP payments to paying monthly utility bills in full	For PIPP customer no longer income eligible; <b>See Table 2</b> , as well as apply for all energy assistance programs like HEAP	Contact the Office of Ohio Consumers' Counsel toll-free: 1-877-742-5622 or local utility co.
<b>Extended Payment Plans (One-Third Plan, One-Sixth Plan, Budget Payment Plans)</b>	Allow customers to make affordable payments and maintain service	Available to all residential customers regardless of income	Public Utilities Commission of Ohio (PUCO): (800) 686-7826; www.PUCO.ohio.gov
<b>Winter Reconnect Order Program</b>	Allows those disconnected or threatened with disconnection to pay a designated amount to have services maintained; mid-October - mid-April only	<u>No income requirement</u> ; any residential customer who is served by Dominion or CEI may use this program, one time during heating season. \$175 to prevent disconnection; \$195 to get service turned back on and to prevent future disconnection	Contact local utility co. or Public Utilities Commission of Ohio (PUCO): (800) 686-7826; www.PUCO.ohio.gov

If you find that you have difficulty getting the answers that you need, please call the Lake County Council on Aging at (440) 205-8111.

Be wary of door-to-door salesmen.  
Information compiled November 2009.

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Weatherization			
<b>Universal Service Fund Electric Partnership program (USF EPP)</b>	Provides weatherization for those who heat with electricity and who have moderate to high usage; includes insulation and heating system inspections; goal is to decrease energy use	<b>See Table 2</b> First Energy Customers	Lake County residents call the Cleveland Housing Network at 216-574-7100; Ohio Department of Development - (800) 282-0880; <a href="http://energyhelpohio.gov">energyhelpohio.gov</a>
<b>Home Weatherization Assistance Program (HWAP)</b>	No cost to customer; reduces energy through services including insulation, heating system repairs, and inspections	<b>See Table 1</b>	Apply through HEAP application or contact the Ashtabula County Community Action Agency's Housing Division at (440) 998-4996; <a href="http://www.accaa.org">www.accaa.org</a>
<b>Housewarming Program</b>	Dominion East Ohio customers receive help with home insulation; eligible homes get free safety checks	<b>See Table 1</b>	Call Ashtabula County Community Action Agency; 440-998-4996 Dominion East Ohio: (888) 377-3774
Emergency Assistance			
<b>Medical Certification Program</b>	Delays shutoff for 30 days when it would be dangerous to health of permanent household member. Must have licensed physician/health professional sign application form.	Provides 30 days for you to get help to pay your bill; does not reduce your bill; <b>no income restrictions</b> ; use cannot exceed 90 days in any 12 month period.	Dominion East Ohio: (888) 377-3774 Ask for an application form to be sent to you
Miscellaneous			
<b>Patriot Plan</b>	Maintains gas and/or electric service while serving on active duty; cannot be disconnected for nonpayment	Upon return from active duty; utility co. must offer time period equal to length of deployment to pay arrearages	Contact local utility co. or Public Utilities Commission of Ohio (PUCO): (800) 686-7826; <a href="http://www.PUCO.ohio.gov">www.PUCO.ohio.gov</a>
<b>Salvation Army - Painesville, OH</b>	From time to time, receives funds from various sources to help eligible homes with utility problems	Funds available, eligibility requirements, utilities covered, and program duration vary	Call Salvation Army in Painesville (440) 354-3774 for information

**\* All of the following information MUST be provided by you at your E-HEAP application appointment:**

- Photo ID (e.g., driver's license)
- Social Security cards for every member of the household over 2 years of age
- Proof of income over the past 90 days (3 months) including all pay stubs, current statements of child support, unemployment, SOCIAL SECURITY, pensions, etc.
- Quarterly tax estimate, if self-employed
- CURRENT gas and electric bills (all pages). If utility is off, MUST have PENDING ACCOUNT # from the utility company. Painesville City Utility customers must have an authorization release on file at the PCU.
- If renting, landlord info including name, address, phone #, and monthly rent amount

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## Winter Heating Income Guidelines (2009 - 2010)

Table 1		Table 2	
Size of Household	Total Monthly Income	Size of Household	Total Monthly Income
1	\$1,805	1	\$1,353
2	\$2,428	2	\$1,823
3	\$3,051	3	\$2,288
4	\$3,675	4	\$2,756
5	\$4,298	5	\$3,224
6	\$4,921	6	\$3,691
7	\$5,545	7	\$4,159
8	\$6,168	8	\$4,626
<b>For energy assistance applications, you may need to have the following:</b>			
*Latest utility bill from each source (electric etc.)			
*Proof of citizenship			
*Income source (i.e. pension, social security, VA pension, disability, wages, self-employment, interest)			

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