

Ohio Edison, The Illuminating Company & Toledo Edison

Ohio Assistance and Service Programs

2/9/2018



Types of Assistance and Services

- **Energy Assistance Programs**
- **Emergency Assistance Programs**
- **Additional Services**

Energy Assistance Programs

Percentage of Income Payment Plan Plus (PIPP Plus)

- PIPP Plus is an extended monthly payment program where regulated gas and electric companies accept payments for customers based on a percentage of the annual gross household income.
 - Households that heat with gas pay:
 - 6% of their income to gas
 - 6% of their income to electric
 - Households that heat with electric pay:
 - 10% of their income to electric
- Customers who have zero income pay a minimum of \$10 toward their bill on PIPP Plus.
- Customers receive 1/24 arrearage credits for in full and on time payments. In addition, any balance not covered by the PIPP Plus payment is also forgiven.
 - Example: Customer's usage for the month is \$100. The PIPP Plus amount the customer is asked to pay is \$65. When the customer pays the \$65 by the due date, the remaining \$35 is forgiven and a 1/24 forgiveness credit is applied to the arrears.

PIPP Plus Eligibility

■ Program Eligibility

- Income must be at or below 150% of the federal poverty guideline.
- Customer has an active account in their name.
- Customer must apply for other energy assistance programs.
- Customer must pay on time or on the anniversary date, or they can be removed from the program.
- Customer must recertify annually.

PIPP Plus Application Process

- The customer can obtain an application from one of the following:
 - Local Community Action Agency
 - Area for Aging
 - Job and Family Services
 - Some local libraries
 - Online at www.development.ohio.gov
 - By phone at 1-800-282-0880

- A household applying for PIPP Plus will need the following:
 - Signed application
 - Proof of household income for the last 90 days
 - Proof of citizenship
 - Current utility bill
 - **If there is no income in the home, the applicant must apply at a local administering agency and provide documentation on how they are paying for their essential living expenses. An IRS transcript may be required.

Graduate PIPP Plus

- Graduate PIPP Plus is available to those who are income ineligible or choose to leave the PIPP Plus program but still owe an arrearage on their utility bill. The customer can contact ODSA or the utility to enroll.
- The Graduate PIPP Plus amount is an average of the recent PIPP Plus obligation amount and the budget bill amount for 12 months.
 - Example:
 - PIPP Plus Obligation = \$40
 - Budget Amount based on the last 12 months actual usage = \$90
 - Graduate PIPP Plus amount is the average of the two = \$65
- Each time the customer makes an on-time or in-full payment, the customer receives a 1/12 credit toward the arrears. Any balance not covered by the Graduate PIPP Plus payment is also forgiven.
 - Example: Customer's usage for the month is \$100. The Graduate PIPP Plus amount the customer is asked to pay is \$65. When the customer pays the \$65 by the due date, the remaining \$35 is forgiven and a 1/12 forgiveness credit is applied to the arrears.

Graduate PIPP Plus

■ Program Eligibility

- The customer is eligible for Graduate PIPP Plus for 12 months from the date of removal from PIPP Plus. Any remaining arrears at the end of the 12 months will become due and owed by the customer.
 - Example: The customer was removed from PIPP Plus on April 1, 2017. They bill and pay for three months. They enroll into Graduate PIPP Plus on July 1, 2017. The customer would only have 9 months left to participate in Graduate PIPP Plus . Any remaining arrearages come due at the end of the 12 months.
- The customer must be current and in good standing with the utility to be eligible.

Post PIPP Plus

- Post PIPP Plus is available to those who move and are no longer a customer of the utility, but still have arrearages. Customers are enrolled automatically when their account final bills. However, the final bill must be paid to start Post PIPP Plus.
- The customer's monthly Post PIPP Plus obligation is 1/60 of their arrears amount.
- Each time the customer makes an on-time or in-full payment, they receives a 1/12 credit toward the arrears. Any remaining arrears at the end of the 12 months will become due and owed by the customer.

Post PIPP Plus

■ Program Eligibility:

- The customer must have outstanding PIPP Plus arrears to qualify.
- The customer must be current, including payment of the final bill, to be eligible for Post PIPP Plus.

Emergency Assistance Programs

Home Energy Assistance Program (HEAP)

- HEAP is a one-time benefit that applies directly to the utility that is responsible for the customer's primary heating source. Customers can obtain an application at their local community action agency, local library, Job and Family Services, Area Agencies for Aging, online at www.development.ohio.gov, or by calling 1-800-282-0880.
- The HEAP program is open from July 1 to June 30 or until funds are exhausted.
- The Grant amount is determined based on the following:
 - Federal funding levels
 - Number of people living in the household
 - Total household income
 - Primary home heating fuel source

Home Energy Assistance Program (HEAP)

■ Program Eligibility:

- Income must be at or below 175% of the federal poverty guideline.
- Customers must report all income within the last 90 days, excluding salary of minors.
- Homeowners and renters are both eligible for HEAP.
- A termination notice is not required to apply.

Summer Crisis Program (Emergency HEAP)

- The focus of the Summer Crisis program is to provide bill payment assistance for persons 60 years of age and older or those with a certified medical condition. Customers enrolled in the PIPP Plus Program are not eligible for bill payment assistance; however, they may receive a fan or air conditioner if eligibility requirements are met.
- The customer must have an appointment at a local administering agency. Appointments are set for emergencies only. Non-emergency appointments are cancelled.
- Summer Crisis is open from July 1 to August 31
- Maximum Grant Amount: \$300 for regulated electric or gas utility or \$500 for an unregulated utility

Summer Crisis Program (Emergency HEAP)

■ Program Eligibility:

- Income must be at or below 175% of the federal poverty guidelines.
- Customer must report all income within the last 90 days, excluding salary earned by minors.
- Homeowners and renters are eligible for Summer Crisis.
- Customers must be 60 years of age or have a certified medical condition.

Winter Crisis Program (Emergency HEAP)

- The Winter Crisis program provides assistance once per heating season to income-eligible customers when services are terminated or are in threat of termination. The Winter Crisis grant can be split between their gas and electric utilities.
- The customer can apply at their local administering agency. The customer must have an appointment. Appointments are set for emergencies only. Non-emergency appointments are cancelled.
- Winter Crisis is open from November 1 to March 31
- Maximum Grant Amount: \$175 for regulated electric or gas utility
 - Amount varies for other heat types.
 - Example: Bulk Fuel customers may receive up to \$750 in HEAP assistance.

Winter Crisis Program (Emergency HEAP)

■ Program Eligibility:

- Income must be at or below 175% of the federal poverty guidelines.
- Customer must report all income within the last 90 days, excluding salary earned by minors.
- Homeowners and renters are eligible for Winter Crisis.
- Services must be terminated or in threat of termination to apply.

Winter Reconnect Order (WRO)

- The Winter Reconnect Order is issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis. The order allows residential customers who are disconnected or threatened with disconnection the opportunity to pay a maximum amount of \$175 to have their service restored or maintained for 30 days. This amount may be split between two utilities.
- Once a reconnection fee has been paid, the customer can pay \$175 or use their Winter Crisis grant to restore service.
- Customers can establish service by using the Winter Reconnect Order and paying \$175. The security deposit and any outstanding balance will be added to the next bill. (Excluding PIPP Plus customers)
- The winter reconnect order runs from mid-October to mid-April. The dates are set each year by the PUCO.
- The utility will delay the disconnection until five days after a confirmed HEAP appointment if the customer has not used the Winter Reconnect Order.
- Customers with active medical certificates are not eligible for the WRO until the medical certificate expires.

Winter Reconnect Order (WRO)

■ Program Eligibility:

- There is no income requirement for the WRO.
- Customer can use the WRO to restore or maintain service. However, previous PIPP Plus participants must pay their catch up amount before re-enrolling into PIPP Plus.
- The WRO can only be used once per heating season.
- The WRO can only be used on the customer's primary residence.
- Any returned items must be paid prior to using the WRO.
- Customers not enrolling on PIPP Plus must set up a company installment plan.
- All customers can use the \$175 winter reconnect rule but may not be eligible for the HEAP grant.
- Individuals who have committed an act of fraud may not use the WRO until they cure the fraudulent amount, plus investigation fees.

OPAE Fuel Fund

- The OPAE Fuel Fund is a company-funded program that provides a one-time annual benefit to the customer's electric account. The grant can not exceed the account balance needed to maintain the service. The grant can be used for electric usage, security deposits, reconnection charges but may not be used for payment of non-electric charges, such as theft of services or returned check charges. Customers can apply for OPAE at their local administering PIPP/HEAP agencies.
- The OPAE Fuel Fund is open starting March 1 and closes when funds are exhausted, approximately 30 days.
- Maximum Grant Amount: \$250

OPAE Fuel Fund

■ Program Eligibility:

- Income must be at or below 200% of the federal poverty guidelines.
- If eligible, the customer must apply for HEAP and Emergency HEAP prior to applying for OPAE.
- Homeowners and renters are eligible for OPAE.
- Electric service must be in the applicants name.

Ohio Fuel Fund - The Illuminating Company

- The Ohio Fuel Fund is a company-funded program that provides a one-time annual benefit to the customer's electric account. The grant can not exceed the account balance. The grant can only be used for electric usage, security deposits and reconnections charges. However, it can not be used for payment of non-electric charges, such as theft of services or returned check charges. Customers can apply at the Cleveland Housing Network or the Council for Economic Opportunities in Greater Cleveland. Customers may call (216)518-4014 to apply.
- The Ohio Fuel Fund is open year round or until the funds are exhausted
- Maximum Grant Amount: \$300 or \$500 for an extreme hardship

Ohio Fuel Fund- The Illuminating Company

■ Program Eligibility

- Income must be at or below 200% of the federal poverty guideline.
- If eligible, the customer must apply for HEAP and Emergency HEAP prior to applying for the grant.
- Homeowners and renters are both eligible for the Ohio Fuel Fund.
- Electric service must be in the name of an adult resident.
- Account must be past due but a termination notice is not required.
- Customer must have made a good faith payment (no designated amount) in the last 90 days.

Hardship Programs

- **Community Outreach Opportunity Program (CO-OP) – The Illuminating Company**
 - Apply at Cleveland Salvation Army (216) 861-8185
- **Project Reach – Ohio Edison**
 - See link for administering Salvation Army - www.firstenergycorp.com/ReachAgencies
- **Neighbors Helping Neighbors- Toledo Edison**
 - Apply at Toledo Salvation Army (419) 241-3549

Hardship Programs

■ Program Eligibility

- Income must be at or below 200% of the federal poverty guideline.
- The customer must apply for HEAP, Emergency HEAP, OPAE Fuel Fund and the Ohio Fuel Fund prior to applying for the grant
- A termination notice is required unless 62 or older or an extenuating medical or financial circumstance exist.
- Customer must have made a good faith payment in the last 90 days of \$150 or \$100 if over age 62. (Equivalent to 3 months average bills is acceptable when average bills are less than \$50 per month.)
- Applicants must have a balance of at least \$100; age 62 or older may have a zero balance.

Additional Services

Home Weatherization Assistance Program (HWAP)

- The Ohio Home Weatherization Assistance Program (HWAP) provides eligible customers with assistance to improve the energy efficiency of their homes and reduce energy costs. The goals of the program are to improve the health and safety for eligible customers, reduce energy consumption and thereby reduce energy costs for the homeowner. Customers apply for HWAP when they apply for HEAP and PIPP Plus.
- Program is open year-round or until funds are exhausted.
- Participants in the program receive a home energy inspection to determine the most cost-effective energy efficiency improvements for the home. After the inspection is complete, a plan for improving the home's energy efficiency is drafted. The plan may include:
 - Safety inspection, tune-up/repair, and if necessary, installation of heating units
 - Insulation of attics
 - Insulation of sidewalls
 - Insulation of heating ducts
 - Insulation of floors
 - Insulation of water tanks
 - Reduction of air leakage from major sources
 - Personalized energy management plans

Home Weatherization Assistance Program (HWAP)

■ Program Eligibility

- Income must be at or below 200% of the federal poverty guideline.
- Homeowners and renters are both eligible for HWAP.
- A home may be weatherized only once unless the weatherization date is prior to September 1994.

The Electric Partnership Program (EPP)

- PIPP Plus customers receive an energy audit, from a trained energy auditor, to identify how the household uses electricity and how the household can improve its efficiency through the Electric Partnership Program. Customers can receive cost effective retrofits which can include compact fluorescent light bulbs or LED light bulbs, aerators, refrigerators, freezers and repairs. Customers apply for EPP when they apply for HEAP and PIPP Plus.
- Program is open year-round or until funds are exhausted.

The Electric Partnership Program (EPP)

■ Program Eligibility

- Income must be at or below 150% of the federal poverty guideline.
- Customer must have 12 consecutive months of usage at their current address.
- Customer must have an annual electric baseload of at least 5,000 kwh.

Questions

