



## DEPARTMENT OF AGING SERVICES

216-664-2833

### Access Your Benefits 216-664-3418

A free program offered by the Cleveland Department of Aging for Cleveland seniors and adults with disabilities. This is an automated program for individuals to quickly learn if they are eligible for a host of federal, state, and local assistance programs. Assistance with enrollment is also provided.

### Supportive Services 216-664-2833

Geriatric Outreach Workers conduct an assessment of the older person's needs and then assist them in accessing the services, benefits and programs available to them. Accompaniment to medical appointments can be provided on an as needed basis.

### Cleveland Care Calls 216-664-6316

An automated telephone reassurance program offered to Cleveland seniors at no charge. Through this computerized system the senior receives a call on the days they request, to check on their well being.

### Economic Security Project 216-664-6130

Helps seniors improve their economic situation by providing core services including: assistance with public benefits, housing, employment, emergency assistance, financial counseling, legal assistance, health and mental health services, supportive services and kinship family support.

## ENERGY SAVING TIPS

- Set your thermostat as low as comfortable.
- Check for drafts around doors, outlets, and windows, and caulk or insulate if possible.
- Install tight-fitting plastic sheeting to cover the inside of windows.
- Make sure the fireplace damper is closed unless in use. If you never use your fireplace, plug and seal your chimney flue.
- Turn off the lights when you are not using them.
- Close the doors to rooms not being used to conserve heat.

## UTILITY CUSTOMER SERVICE LINES

### Dominion East Ohio (Gas):

1-800-362-7557

Hours: 7 a.m. - 7 p.m., Monday - Friday

### Cleveland Public Power

216-664-4600

### The Illuminating Company (Electric):

1-800-589-3101

### AT&T:

1-800-660-1000

### Cleveland Division of Water

216-664-3130

### Note:

You may be eligible for additional assistance with your utility services. Contact your local provider for further information.

## UTILITY RESOURCES

### Public Utilities Commission of Ohio

1-800-686-PUCO (7826)

1-800-686-1570 (TTY-TDD)

[www.puco.ohio.gov](http://www.puco.ohio.gov)

### Ohio Consumers' Counsel

1-877-742-5622

[www.pickocc.org](http://www.pickocc.org)

2011-2012

# WINTER RESOURCE GUIDE

## HOME HEATING ASSISTANCE PROGRAMS TO QUALIFYING CLEVELAND RESIDENTS



CITY OF CLEVELAND  
Mayor Frank G. Jackson

## HOME HEATING ASSISTANCE PROGRAMS TO QUALIFYING CLEVELAND RESIDENTS

You may be eligible for home heating assistance. Read this to see if you qualify.

**HEAP** 21-800-282-0880  
**(Home Energy Assistance Program)**

A program designed to assist eligible residents to meet the cost of home heating (natural gas, electric, and oil, kerosene, or wood heating services) during the winter months. Eligibility is based on family size and household income. You must apply by May 31, 2012.

**HWAP** 216-664-2045  
**(Home Weatherization Assistance Program)**

Offers low or fixed-income residents energy-efficient measures designed to decrease heating bills and improve home energy deficiencies. Provides education to residents regarding weatherizing homes.

HEAP & HWAP 2011-2012 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	\$21,780	5	\$52,340
2	\$29,420	6	\$59,980
3	\$36,060	7	\$67,620
4	\$44,700	8	\$75,260

**EHEAP** 216-518-4014  
**(Emergency Home Energy Assistance Program)**

Provides payment assistance once per heating season to income-eligible residents who have been disconnected or who received a disconnection notice or have less than a 10-day supply of bulk fuel.

**PIPP Plus** 1-800-282-0880  
**(Percentage of Income Payment Plan Plus)**

PIPP Plus is Ohio's income-based payment program. It helps lower-income households maintain gas and electric service by paying a percentage of their household income instead of their actual energy bills. PIPP Plus makes monthly payments more affordable on a year-round basis.

PIPP PLUS 2011-2012 INCOME GUIDELINES			
Household Size	Total Gross Annual Household Income	Household Size	Total Gross Annual Household Income
1	up to \$16,335	5	up to \$39,255
2	up to \$22,065	6	up to \$44,985
3	up to \$27,795	7	up to \$50,715
4	up to \$33,525	8	up to \$56,445

**Cleveland Public Power Winter Program** 216-664-4600

In order to assist customers who have experienced some difficulty in paying their electric bill, Cleveland Public Power offers a one time winter payment option of \$175 to prevent disconnection of service or for restoration of service. This plan is only available from November 1, 2011 – April 15, 2012.

**Medical Certification Program** stops a utility shut off for non-payment if it's dangerous to the health of a member of the household. A doctor must complete a certification form, obtained by calling the utility company.

**Cleveland Housing Network Housewarming Program** 216-574-7100 Ext. 242

Dominion gas customers who qualify for HEAP also qualify for the Housewarming weatherization program. The program includes a heating inspection, and repair if necessary, attic and sidewall insulation, and energy education to reduce your bill. Customers also receive a carbon monoxide alarm for their home. The free program is made available through funding from Dominion for current gas customers who meet the income guidelines. Homeowners or renters may apply. Check online for an application at [www.chnnet.com/Housewarming](http://www.chnnet.com/Housewarming). Faxed applications can not be accepted.

## ADDITIONAL RESOURCES

**2-1-1 First Call for Help** 216-436-2000

2-1-1 First Call For Help can confidentially assist anyone looking for social, health and government resources.

**Consumer Protection Association** 216-881-3434

Consumer Protection Association can provide payment arrangements for utility services, a representative payee program and foreclosure counseling through a certified HUD counselor. They also provide budget counseling.

**Cleveland Division of Water Affordability Program Water Discount (WAP)** 216-774-2396

The Affordability Program may give you a 40% discount off your quarterly water bill. The total household income must be at or below 200% of the federal poverty guidelines. You must be the deeded homeowner and occupant between the ages of 18-64 years old. All applications will be processed through Cleveland Housing Network.

**Water Bill and Waste Collection Discounts** 216-664-3130

Seniors age 65 and older and adults with disabilities qualify for special discounts on their water bills. If you are eligible for the Water Division's Homestead program, then you automatically qualify for a reduction on the city's waste collection fee. If you would like additional information about the Water Division's senior utility discount programs, please contact the customer service department.

**Homestead Exemption** 216-443-7050

A property tax reduction program for qualifying homeowners. To qualify, you must be at least 65 years of age or totally and permanently disabled; own and occupy your home (having your name on the deed or estate) as of January 1 in year of application. Applications are available from the auditor's office beginning the first Monday in January until the first Monday in June.