

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

Information and referrals for programs and services including, transportation, home repairs, bed bug extermination, and utility savings programs. Supportive Services staff can assist individuals in accessing these programs and in completing application assistance. Services can be conducted on site, over the phone, by mail, in the home, or wherever the client is located.

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.

United Way 2-1-1 (216) 436-2000

United Way 2-1-1 helps people find, understand and access community resources 24/7. Dial 2-1-1 or visit 211oh.org.

Attention: Medicare Beneficiaries

Are you eligible for Medicare's low income assistance programs?

- Extra Help can help pay the Part D drug costs
- Medicare Savings Program can help pay for the Part B premium. Part B premium is the Medical cost of Medicare and is deducted from the monthly Social Security benefit.

Cleveland Department of Aging

We are here to help you with your Medicare questions.

(216) 420-7656

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)

(800) 362-7557

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

Cleveland Public Power

216-664-4600

The Illuminating Company (Electric)

(800) 589-3101

Cleveland Division of Water

(216) 664-3130

Medical Certification Programs stop a utility shut off for non-payment if it is dangerous to the health of a member of the household. Please contact your local utility company to learn how you can apply for a medical certification to prevent shut-off.

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

If you are an older adult experiencing a winter utility hardship due to the weather please call (216) 664-2833 for further assistance

UTILITY RESOURCES

Public Utilities Commission of Ohio

(800) 686-PUCO (7826)

7-1-1 (TTY-TDD) • www.puco.ohio.gov

Ohio Consumers' Counsel

(877) 742-5622 • www.pickocc.org

2018-2019 WINTER RESOURCE GUIDE

HOME HEATING ASSISTANCE PROGRAMS FOR QUALIFYING CLEVELAND RESIDENTS



CITY OF CLEVELAND
Mayor Frank G. Jackson

HOME HEATING ASSISTANCE PROGRAMS FOR QUALIFYING CLEVELAND RESIDENTS

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

HEAP 2018-2019 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$21,245.00	5	up to \$51,485.00
2	up to \$28,805.00	6	up to \$59,045.00
3	up to \$36,365.00	7	up to \$66,605.00
4	up to \$43,925.00	8	up to \$74,165.00

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

A program designed to assist eligible residents 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. The HEAP program begins July 1, 2018 and ends June 30, 2019.

The Cleveland Department of Aging is available to help with completing the 2018-2019 HEAP application. You can call (216) 664-2833 or you can visit our office at 75 Erieview Plaza, Floor 2 during regular business hours. This program is made possible through a grant from the Ohio Department of Aging, through the Western Reserve Area Agency on Aging.

EHEAP (Emergency Home Energy Assistance Program) (216) 350-8008

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. Make an appointment online at <https://ceogc.itfrontdesk.com>.

Winter Program Cleveland Public Power (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 for customers that are maintaining their same residence. This plan is only available from November 1, 2018 – April 15, 2019, and the customer must agree to a three month repayment plan.

PIPP PLUS 2018-2019 INCOME GUIDELINES			
Household Size	Total Gross Annual Household Income	Household Size	Total Gross Annual Household Income
1	up to \$18,210.00	5	up to \$44,130.00
2	up to \$24,690.00	6	up to \$50,610.00
3	up to \$31,170.00	7	up to \$57,090.00
4	up to \$37,650.00	8	up to \$63,570.00

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

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.

HWAP 2018-2019 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$24,280.00	5	up to \$58,840.00
2	up to \$32,920.00	6	up to \$67,480.00
3	up to \$41,560.00	7	up to \$76,120.00
4	up to \$50,200.00	8	up to \$84,760.00

Weatherization Programs (Housewarming and HWAP) CHN Housing Partners (888) 377-3774

Customers who meet the eligibility requirements & qualify for HEAP also qualify for the Weatherization Programs. The program includes an inspection on Furnace & Hot water tank, Attic and Sidewall insulation, and Energy Efficiency Education to reduce your gas consumption & bill. Customers also receive a Carbon Monoxide Alarm for their home. The free program is made available through funding from Dominion Energy Ohio and the State of Ohio for current gas customers who meet the income guidelines. Homeowners or renters may apply. Check online for an application at <https://chnhousingpartners.org/housing-and-community-services/weatherize-my-home-and-more/>. To determine your eligibility, fill out the application and send it along with all documents listed in the application.

No-Heat Emergency Services for eligible clients with Non-Working Furnace or Hot Water Tank, this service runs only between October 15th to April 15th.

ADDITIONAL RESOURCES

Water & Sewer Affordability Program (888) 901-1222

CHN Housing Partners

The Affordability Program gives you a 40% discount on your Water and sewer charges for income-eligible homeowners serviced by the City of Cleveland's Division of Water and/or Northeast Ohio Regional Sewer District. You must be the homeowner and occupy the home. You must be under 65 years old. Total household income must be at or below 200% of the federal poverty guidelines. Applications are available at CHN main office and at www.chnhousingpartners.org

Sewer Crisis Assistance Program (888) 901-1222

CHN Housing Partners

Northeast Ohio Regional Sewer District customers can receive up to a \$300 sewer credit if you have a verifiable financial hardship that occurred within the past six (6) months (e.g. major medical expenses, job loss, change in marital status). You must be the homeowner and occupy the home or be a renter in which you are making verifiable NEORSD payments. Renter must provide a lease indicating sewer payment responsibility and two (2) receipts for NEORSD payments. You must have documentation to support your hardship. You must be seen in person at CHN, 2999 Payne Avenue, Suite 208, Cleveland Ohio 44114.

Homestead Discount Program Cleveland Division of Water (216) 664-3130

The Homestead Discount Program offers a lower fixed charge and consumption rate to homeowners serviced by the City of Cleveland's Division of Water. To qualify for the Homestead Discount Program you must be 65 years or older, or totally and permanently disabled. You must own and live at the property and you must have an income less than \$33,500 (2018). 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. Homestead discount also applies to the sewer bill. To enroll in Homestead, customers must submit an application. Applications are available online at www.clevelandwater.com or contact the water department at 216-664-3130 for additional information.

Homestead Exemption Cuyahoga County Fiscal Officer (216) 443-7050

Homestead Exemption provides a property tax reduction to a qualified senior, disabled citizen, or a surviving spouse homeowner. To qualify: (1) you must be at least 65 years of age during the year you first file, or be determined to have been permanently and totally disabled, or be a surviving spouse, and (2) own and have occupied your home as your principal place of residence on Jan 1 of the year in which you file the application. Starting in 2014 tax year, applicants are now required to meet income guidelines which are set yearly by the state. Applications can be filed January 1st through December 31st.