

DEPARTMENT OF AGING SERVICES

216-664-2833

Access Your Benefits

(216) 664-3418

An annual Benefits Check-Up can provide information about a host of federal, state, and local programs. Find out what you are eligible for by completing a Benefits Check-Up questionnaire. Assistance applying for programs is available.

Information & Assistance

(216) 664-4383

Information and referrals about transportation, home repairs, bed bug extermination, long-term care options, food assistance, and more.

Cleveland Care Calls

(216) 664-6316

A telephone reassurance program offered to Cleveland seniors. 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 assistance with public benefits, housing, employment, emergency assistance, financial counseling, legal assistance, health and mental health services, supportive services and kinship family support.

Medicare Savings Program & Extra Help

(216) 664-3418

Extra Help is a Medicare program that helps people pay prescription drug costs. Medicare Savings Programs can help pay the health care premium deducted monthly from Social Security benefits.

ENERGY SAVING TIPS

- Set your thermostat as low as comfortable.
- Turn off the lights when you are not using them.
- Close the doors to rooms not being used.
- 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.

UTILITY CUSTOMER SERVICE LINES

Dominion East Ohio (Gas)

(800) 362-7557

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) 686-7826

7-1-1 (TTY-TDD) • www.puco.ohio.gov

Ohio Consumers' Counsel

(877) 742-5622 • www.occ.ohio.gov

2020-2021 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

See if you qualify.

HEAP 2020-2021 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$22,330.00	5	up to \$53,690.00
2	up to \$30,170.00	6	up to \$61,530.00
3	up to \$38,010.00	7	up to \$69,370.00
4	up to \$45,850.00	8	up to \$77,210.00

Home Energy Assistance Program (HEAP) (216) 350-8008
(800) 282-0880

HEAP assists eligible residents meet the cost of home heating (natural gas, electric, and oil, kerosene, or wood) during the winter months. This one-time benefit goes directly to the customer's utility bill. The HEAP program begins July 1, 2020 and ends May 30, 2021.

The Cleveland Department of Aging is available to help with HEAP applications. Call (216) 664-2239 for assistance.

HEAP Winter Crisis Program (216) 350-8008

Winter Crisis pays the \$175.00 reconnection fee of electric and/or gas utilities of income eligible customers that are disconnected, have received a disconnection notice, or who have less than a 25% supply of fuel in their tank. This program is from November 1, 2020 to May 1, 2021.

To make an appointment, call or schedule online at <https://chn.itfrontdesk.com>.

Winter Reconnect Order (WRO)

The WRO allows any electric or natural gas customer of a public utility to avoid disconnection or to reconnect their service for \$175. Customers owing more than \$175 will make payment arrangements with the utility company for the remaining past due amount. WRO is available from October 5, 2020 to April 15, 2021. For more information, go to the Ohio Public Utilities Commission, <https://puco.ohio.gov/wps/portal/gov/puco>, or contact your utility company.

PIPP PLUS 2020-2021 INCOME GUIDELINES			
Household Size	Total Gross Annual Household Income	Household Size	Total Gross Annual Household Income
1	up to \$19,140.00	5	up to \$46,020.00
2	up to \$25,860.00	6	up to \$52,740.00
3	up to \$32,580.00	7	up to \$59,460.00
4	up to \$39,300.00	8	up to \$66,180.00

Percentage of Income Payment Plan (PIPP) Plus (216) 350-8008
(800) 282-0880

Eligible households maintain gas and electric service by paying a percentage of their household income as a regular payment for energy bills. PIPP Plus makes monthly payments more affordable on a year-round basis. To apply, call or visit energyhelp.ohio.gov.

HWAP 2020-2021 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$25,520.00	5	up to \$61,360.00
2	up to \$34,480.00	6	up to \$70,320.00
3	up to \$43,440.00	7	up to \$79,280.00
4	up to \$52,400.00	8	up to \$88,240.00

Home Weatherization Assistance Program (HWAP) (216) 574-7100, Ext. 4

The Home Weatherization Assistance Program (HWAP) improves the energy efficiency of homes of homeowners and renters and reduces energy costs. Eligible households receive a home inspection to identify the services necessary to improve their home's energy efficiency. Services can include attic, wall and basement insulation; air leakage reduction; heating system repairs or replacements; health and safety testing and inspections, LED bulb installation and Energy Star refrigeration replacement. Call or go online for an application, <https://chnhousingpartners.org/housing-and-community-services/home-energy-efficiency-services/>

Cleveland Housing Network (CHN) Partners (216) 574-7100, Ext. 4
CHN also provides No-Heat Emergency Services for eligible clients with non-working furnace or hot water tank. This service is available from October 15, 2020 to April 15, 2021.

ADDITIONAL RESOURCES

Water & Sewer Affordability Program (216) 774-2349
Administered by CHN Housing Partners

This program offers 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. Total household income must be at or below 200% of the federal poverty guidelines.

Sewer Crisis Assistance Program (216) 774-2349
Administered by CHN Housing Partners

Northeast Ohio Regional Sewer District customers can receive up to a \$300 sewer credit if you have a hardship that occurred within the past six months (e.g. major medical expenses, job loss, or change in marital status). You must be the homeowner and occupy the home or be a renter making NEORSD payments. Renters must provide a lease indicating sewer payment responsibility and two receipts NEORSD payments. You must have documentation to support your hardship.

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

The Homestead Water Discount 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 you must be 65 years or older, or permanently disabled. You must own and live at the property, and have an income less than \$34,500. If you are eligible for the Homestead Discount, then you automatically qualify for a reduction on the city's waste collection fee. The Homestead Discount also applies to the sewer bill. Applications are available online at <http://www.clevelandwater.com/customer-service/water-rates/discount-programs>.

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

Homestead Tax Exemption provides a property tax reduction to qualified seniors, disabled persons, and surviving spouses. To qualify: (1) you must be at least 65 years of age, have a permanent disability, or be a surviving spouse (2) own and have occupied your home as your principal place of residence on Jan 1st of the year in which you file the application. Income guidelines set yearly by the state. Applications can be filed January 1st through December 31st.