

You may be eligible for home heating assistance.

Read this to see if you qualify.

HEAP 1-800-282-0880

(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, 2009.

HEAP 2008-2009 INCOME GUIDELINES

Size of Household	
1.....	\$18,200
2.....	\$24,500
3.....	\$30,800
4.....	\$37,100
5.....	\$43,400
6.....	\$49,700
7.....	\$56,000
8.....	\$62,300

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.

PIPP & HWAP 2008-2009 INCOME GUIDELINES

Size of Household	Total Gross Annual Household Income
1.....	up to \$15,600
2.....	up to \$21,000
3.....	up to \$26,400
4.....	up to \$31,800
5.....	up to \$37,200
6.....	up to \$42,600
7.....	up to \$48,000
8.....	up to \$53,400

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 (Percentage of Income Payment Plan)

Payment arrangement plan for gas and electric utility services. Income-eligible residents must pay a percentage of their gross monthly income to the utilities. Residents are responsible for the entire balance until it is paid in full. Contact your provider for details.

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 one time payment option must accompany a payment arrangement on the remaining balance. This plan is **only available from October 15, 2008 – April 15, 2009.**

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) 574-7120 x114

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. Call for an application.

Additional Resources

2-1-1 First Call for Help (216) 436-2000

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, representative payee programs, budget counseling, and foreclosure counseling through a certified HUD counselor.

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

The Affordability Program gives you a 20% discount off your quarterly water bill. Eligibility is based on the Home Energy Assistance Program (HEAP) guidelines. The total household income must be at or below 175% of the federal poverty guidelines. You must be the deeded homeowner and occupant. All applications will be processed through Cleveland Housing Network (CHN). The 2008/2009 Affordability program guidelines are the same as the HEAP guidelines.

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 and 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.

AT&T Ohio Lifeline 1-800-335-8721

Assists low-income residents with the connection and maintenance of local telephone service. To qualify you must be currently enrolled in one of the following: Food Stamps, SSI, Federal Public Housing Assistance, HEAP, EHEAP, OWF, or Disability Assistance. Offers waivers of service fees. Some restrictions on services apply; contact AT&T for the list of restrictions.

2008-2009

Winter Resource Guide

Cleveland Department of Aging Benefits CheckUp

(216) 664-3418

A free program offered by the Cleveland Department of Aging for Cleveland Seniors. This is an automated program for seniors to quickly learn if they are eligible for a host of federal, state, and local assistance programs.

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.

Cleveland Care Calls

(216) 664-6316

Cleveland Care Calls is an automated telephone reassurance program offered to Cleveland seniors free of charge. This automated system calls seniors at their request to check on their well being. If the senior does not answer the call, the system will make several attempts in a 30 minute time period to contact them. If the senior does not respond to the calls made during this 30 minute period, the system will call the key contact person(s) listed for this individual. If the key contact person(s) cannot be reached, the Department of Public Safety may be asked to make a home check on the senior.

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 doors to rooms not in use to help conserve heat.

Utility Customer Service Lines

Dominion East Ohio (Gas):
(216) 361-2345

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

Ohio Consumers' Counsel

1-877-742-5622
www.pickocc.org



Home Heating Assistance Programs Available to Qualifying Cleveland Residents



CITY OF CLEVELAND
Mayor Frank G. Jackson