

Ohio Assistance Programs



Ohio Edison • The Illuminating Company • Toledo Edison

Customers with severe health problems may have a licensed physician certify in writing that a termination of electric service would be especially dangerous. The medical certification will postpone the termination of electric service for 30 days. The certification is designed to provide the customer with additional time to pay their past-due balance. The customer is still responsible for the past-due amount and will be given the opportunity to pay the balance in monthly installments.

If you, or a member of your household have a qualifying medical condition, please contact our Customer Service Department at 800-633-4766 to discuss your options. We have made it easier for your doctor to submit medical certificates to us by automating the forms online. Once you call in, our customer service agents can provide you with the information that your doctor would need to complete the form.

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
PIPP	<ul style="list-style-type: none"> Helps income-qualified residential customers manage energy bills with consistent monthly payments based on a percentage of household income. With on-time and in-full payments, customers receive a monthly bill credit to pay the difference between their consumption bill and their PIPP payment and a forgiveness credit for pre-program debt. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below 175% of the Federal Poverty Guidelines listed on back page.* 	<ul style="list-style-type: none"> Open year round. Call the Ohio Development Service Agency at: 1-800-282-0880 or visit www.energyhelp.ohio.gov. 	<ul style="list-style-type: none"> A copy of your most recent utility bills A list of all household members: <ul style="list-style-type: none"> birth dates Social Security numbers proof of income for the last 30 days for each member (12 months preferred) Proof of citizenship or legal residency for all household members
OPAE	<ul style="list-style-type: none"> Provides financial assistance to eligible low- to moderate-income customers to help pay their electric bills. Maximum grant is \$250. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed on back page.* Home must be individually metered. Active residential account must be in the name of an adult resident within the household. Must first apply for HEAP or E-HEAP when open and if eligible. 	<ul style="list-style-type: none"> Open March until funds are exhausted. Call 1-800-282-0880 to apply. 	<ul style="list-style-type: none"> A copy of your most recent utility bills A list of all household members: <ul style="list-style-type: none"> birth dates Social Security numbers proof of income for the last 30 days for each member (12 months preferred) Proof of application for HEAP or E-HEAP if open
Ohio Fuel Fund Illuminating Company Customers Only	<ul style="list-style-type: none"> Assists residential customers with the payment of their electric bill to maintain their service, or to assist in establishing new electric service for applicants who have an unpaid bill from a previous residence. Maximum grant is \$300. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed on back page.* Home must be individually metered. Active residential account must be in the name of an adult resident within the household. Must first apply for HEAP or E-HEAP when open and if eligible. Must have made a good-faith payment within last 90 days. Must have a past-due balance. 	<ul style="list-style-type: none"> To apply, call 216-350-8008 to schedule an appointment at either: <ul style="list-style-type: none"> CHN Housing Partners 2999 Payne Avenue, Ste 306 Cleveland, OH 44114 Council for Economic Opportunities in Greater Cleveland (CEOGC) 1801 Superior Avenue Cleveland, OH 44114 	<ul style="list-style-type: none"> A copy of your most recent utility bills A list of all household members: <ul style="list-style-type: none"> birth dates Social Security numbers proof of income for the last 30 days for each member (12 months preferred) Proof of application for HEAP or E-HEAP if open

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HEAP	<ul style="list-style-type: none"> Customers can receive cash grants for home heating bills and emergencies. Program consists of: <ul style="list-style-type: none"> HEAP – helps with home energy bills Winter Crisis – helps with threats of disconnection Summer Crisis – cooling assistance during the summer months. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below 175% of the Federal Poverty Guidelines listed below.* The customer does not have to be on public assistance to apply. An unpaid heating bill is not required for HEAP. For Summer Crisis the household must meet at least one of the following conditions: <ul style="list-style-type: none"> one resident age 60 or older a documented medical condition a disconnection, termination or transfer of services or a COVID-19 diagnosis. 	<ul style="list-style-type: none"> HEAP – July through March. Winter Crisis – November through April. Summer Crisis – July through August. Call the Ohio Department of Development Summer Crisis at 1-800-282-0880 or visit www.energyhelp.ohio.gov. 	<ul style="list-style-type: none"> A copy of your most recent utility bills A list of all household members: <ul style="list-style-type: none"> birth dates Social Security numbers proof of income for the last 30 days for each member (12 months preferred) Proof of citizenship or legal residency for all household members
Emergency Hardship Funds	<ul style="list-style-type: none"> Program name varies by Company: <ul style="list-style-type: none"> Ohio Edison – Project Reach Toledo Edison – Neighbors Helping Neighbors Illuminating Co. – Co-Op Designed to help residential customers who have suffered a recent financial hardship and need temporary help either paying their disconnect notice or restoring terminated service. Maximum grant is \$200. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed below. Home must be individually metered. Active residential account must be in the name of an adult resident within the household. Must first apply for HEAP or E-HEAP when open and if eligible. 	<p>To apply contact:</p> <ul style="list-style-type: none"> Ohio Edison – Project Reach: Check on our website for a list of local Salvation Army offices at www.firstenergycorp.com/help/billingpayments/assistance_serviceprogram/ohio_edison.html Toledo Edison – Neighbors Helping Neighbors: 419-241-3549 Illuminating Co. – Co-Op: 216-861-8185 	<ul style="list-style-type: none"> A copy of your most recent utility bills A list of all household members: <ul style="list-style-type: none"> birth dates Social Security numbers proof of income for the last 30 days for each member (12 months preferred) Proof of all payments made in the last 90 days Proof of application for HEAP or E-HEAP if open
211	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.	Requirements may vary based on program referrals.	<ul style="list-style-type: none"> For more information: call 211; visit www.211OH.org; or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. 	

2023 Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	*175%	*200%	Household Size	*175%	*200%
1	25,515	29,160	5	61,495	70,280
2	34,510	39,440	6	70,490	80,560
3	43,505	49,720	7	79,485	90,840
4	52,500	60,000	8	88,480	101,120

For families/households with more than 8 persons, add \$8,995 (175%) and/or \$10,280 (200%) for each additional person.

**Income requirements for the hardship funds will change in 2023.*

For more information about any of these programs or to find out if you qualify, visit www.firstenergycorp.com/billassist and click on “Search Assistance Programs.” You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

Ohio Edison: 1-800-633-4766

Toledo Edison: 1-800-447-3333

The Illuminating Company: 1-800-589-3101