

## 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.

Flu + You

Protect. Learn. Understand. Safeguard.  
Educating older adults about influenza and prevention  
From the National Council on Aging and Sanofi Pasteur

Are you 65 years of age and older? Flu is a serious disease, especially for older adults. Visit [www.ncoa.org/flu](http://www.ncoa.org/flu) to learn more about the flu and how it can be prevented, including the best vaccine option for you.

## 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

### AT&T

(800) 660-1000

### Cleveland Division of Water

(216) 664-3130

### Note

Medical Certification Programs stop a utility shut off for non-payment if it's dangerous to the health of a member of the household.

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

(800) 686-PUCO (7826)

7-1-1 (TTY-TDD)

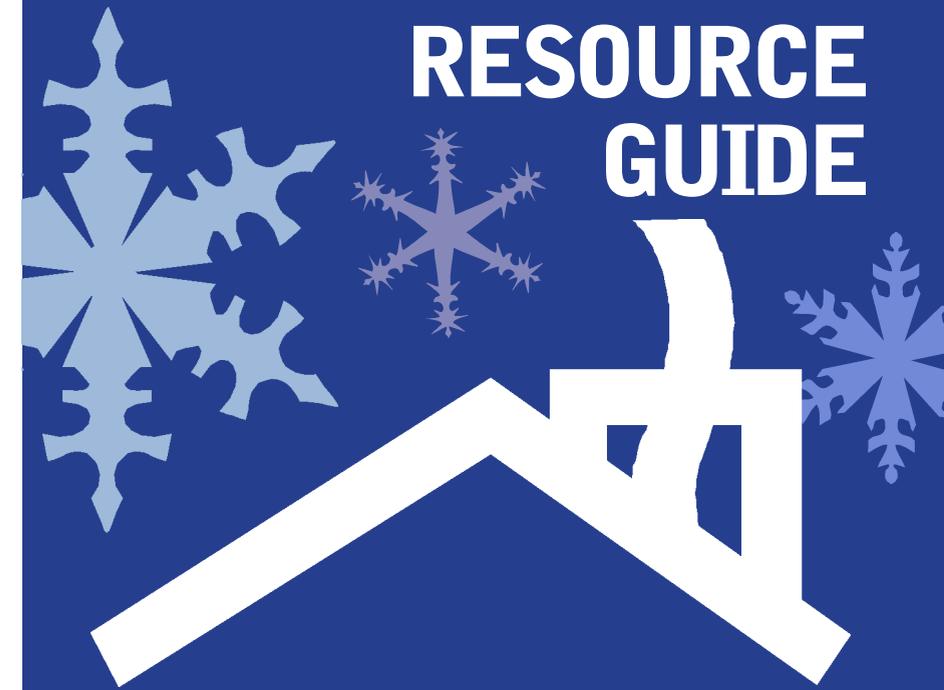
[www.puco.ohio.gov](http://www.puco.ohio.gov)

Ohio Consumers' Counsel

(877) 742-5622

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

# 2016-2017 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 2016-2017 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$20,790.00	5	up to \$49,770.00
2	up to \$28,035.00	6	up to \$57,015.50
3	up to \$35,280.00	7	up to \$64,277.00
4	up to \$42,525.00	8	up to \$71,557.00

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

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, 2016 and ends June 30, 2017.

The Cleveland Department of Aging is available to help with completing the 2016-2017 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** (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.

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

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, 2016 – April 15, 2017, and the customer must agree to a three month repayment plan.

PIPP PLUS 2016-2017 INCOME GUIDELINES			
Household Size	Total Gross Annual Household Income	Household Size	Total Gross Annual Household Income
1	up to \$17,820.00	5	up to \$42,660.00
2	up to \$24,030.00	6	up to \$48,870.00
3	up to \$30,240.00	7	up to \$55,095.00
4	up to \$36,450.00	8	up to \$61,335.00

**PIPP Plus** (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.

HWAP 2016-2017 INCOME GUIDELINES			
Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$23,760.00	5	up to \$56,880.00
2	up to \$32,040.00	6	up to \$65,160.00
3	up to \$40,320.00	7	up to \$73,460.00
4	up to \$48,600.00	8	up to \$81,780.00

**Housewarming Program** (888) 377-3774  
**Cleveland Housing Network (CHN)**

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/weatherization.aspx](http://www.chnnet.com/weatherization.aspx)

Click on to "Application for Dominion Customers".  
Faxed applications can not be accepted.

## ADDITIONAL RESOURCES

**Water & Sewer Affordability Program** (888) 901-1222  
**Cleveland Housing Network (CHN)**

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.chnnet.com](http://www.chnnet.com).

**Sewer Crisis Assistance Program** (888) 901-1222  
**Cleveland Housing Network (CHN)**

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. You must have documentation to support your hardship. You must be seen in person at Cleveland Housing Network, 2999 Payne Avenue, Suite 208, Cleveland Ohio 44114. Walk -Ins are available Monday thru Friday from 8:30a.m.-4:00p.m.

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

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 \$32,500 (2016) and \$33,000 (2017). 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](http://www.clevelandwater.com) or contact the water department at 216-664-3130 for additional information.

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

A property tax reduction program for qualifying homeowners. As of 2014, all new applicants are affected with a qualifying income guideline. 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. Applicants can now file January 1 - December 31. Filing deadline for manufactured/mobile homes first Monday in June.

**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](http://211oh.org).