

Winter Weather Safety Tips

1. **Stay Healthy** - get vaccinated with the flu and COVID-19 vaccines
2. **Take Caution** – use caution while driving in snow and icy conditions, and while clearing snow from your home. Ask for help when necessary.
3. **Heat Your Home Safely** - get your furnace, chimney and wood stove cleaned and serviced. Make sure electric space heaters are being used safely. Get a Carbon Monoxide alarm
4. **Dress Warmly** - wear dry, loose-fitting layers that will hold your body heat and cover exposed skin, like your face, head and hands. Invest in good footwear. Warm, waterproof and anti-slip boots are key for winter
5. **Prevent Falls** - prevent slips on ice and snow by wearing sturdy shoes or boots and walking at a slow pace
6. **Keep Your Home Warm** - place weather stripping around doors and windows to help keep the heat in
7. **Be Prepared** - keep a flashlight handy and avoid candles
8. **Be a Winter Buddy** - check on your neighbors to make sure they are safe and have heat and they do the same for you

Questions about city street plowing?
Call 311

Energy Saving Tips

1. Set your thermostat as low as comfortable
2. Turn off the lights when you are not using them
3. Close the doors to rooms not being used
4. Check for drafts around doors, outlets, and windows, and caulk or insulate if possible
5. Make sure the fireplace damper is closed unless in use
6. If you never use your fireplace, plug and seal your chimney flue

UTILITY RESOURCES

Public Utilities Commission of Ohio (800) 686-7826
7-1-1 (TTY-TDD) • www.puco.ohio.gov
Ohio Consumers' Counsel
Ohio Consumers' Counsel (877) 742-5622
www.occ.ohio.gov

UTILITY CUSTOMER SERVICE LINES

Enbridge Gas (800) 362-7557
Cleveland Public Power (216) 664-4600
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 more information.

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

2025-2026 WINTER RESOURCE GUIDE

Home Heating Assistance Programs for Qualifying Cleveland Residents



CITY OF CLEVELAND
Mayor Justin M. Bibb
AGING



Home Heating Assistance Programs for Qualifying Cleveland Residents

Home Energy Assistance Program (HEAP) (216) 350-8008

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 7/1/25 and ends 5/30/26. To learn more, visit <https://energyhelp.ohio.gov>. The Cleveland Department of Aging is available to help with HEAP applications. Call (216) 664-2833 for assistance.

HEAP Winter Crisis Program (216) 480-4327

Winter Crisis pays the \$175.00 reconnection fee of electric and/or gas utilities of 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 11/1/25 to 3/31/26. To make an appointment, call or schedule online at <https://stepforward.itfrontdesk.com>.

Community Housing Solutions (216) 651-0077

CHS provides furnace repairs to eligible homeowners. To qualify you must own your home for at least one year, meet income guidelines and be current on property taxes or on a payment plan.

Winter Reconnect Order (WRO)

The WRO allows electric or natural gas customers 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 10/16/25 to 4/15/26. For more information, go to the Ohio Public Utilities Commission, <https://pucu.ohio.gov>, or contact your utility company.

Sewer Crisis Assistance Program (216) 881-8247

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 own and occupy the home or be a renter making NEORSD payments. To apply, call or visit <https://customerservice.neorsd.org/s/cost-saving-program>

HEAP & PIPP Plus 2025-2026 INCOME GUIDELINES

Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$27,387	5	up to \$65,887
2	up to \$37,012	6	up to \$75,512
3	up to \$46,637	7	up to \$85,137
4	up to \$56,262	8	Contact office

HWAP 2025-2026 INCOME GUIDELINES

Household Size	Gross Annual Household Income	Household Size	Gross Annual Household Income
1	up to \$31,300	5	up to \$75,300
2	up to \$42,300	6	up to \$86,300
3	up to \$53,300	7	up to \$97,300
4	up to \$64,300	8	up to \$108,300

Percentage of Income Payment Plan Plus (216) 350-8008

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 <https://energyhelp.ohio.gov>

CHN Housing Partners (216) 574-7100

CHN provides No-Heat Services for eligible clients with non-working furnaces or hot water tanks. Call or go online for an application: <https://chnhousingpartners.org/energyservices/>

Home Weatherization Assistance (216) 325-1149

HWAP improves the energy efficiency of homes of owners 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/energyservices/>

Water & Sewer Affordability Program

Administered by CHN Housing Partners (216) 881-8247

This program offers a 40% discount on water and sewer charges for income-eligible homeowners under the age of 65 who are serviced by the City of Cleveland's Division of Water and/or Northeast Ohio Regional Sewer District. You must own and occupy the home. Total household income must be at or below 200% of the federal poverty guidelines. To apply, call or visit <https://chnhousingpartners.org/utilityassistance/>

Homestead Discount Program

Cleveland Division of Water (216) 664-3130

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 you must be 65 years or older, or permanently disabled. You must own and live at the property, and have an income less than \$42,000. If you are eligible, then you automatically qualify for a reduction on the city's waste collection fee. The Discount also applies to the sewer bill. Applications are available online at <https://www.clevelandwater.com/customer-service/water-rates/discount-programs>