Utility-provided Assistance Programs

FUEL FUNDS

A number of electric and natural gas utilities offer bill payment assistance in the form of fuel funds. Fuel funds help supplement bill payment assistance that is available for low-income consumers through the Home Energy Assistance Program (HEAP).

Some of the funds available to residential electric and natural gas customers are provided through donations by other customers, with the utility matching the contribution or providing some other type of contribution to the fund. Other fuel funds come directly from a utility’s shareholders. The Office of the Ohio Consumers’ Counsel (OCC), utilities and others have negotiated shareholder-funded fuel funds throughout the state in cases at the Public Utilities Commission of Ohio (PUCO).

In order to receive fuel funds, consumers must meet specific eligibility requirements. Income-eligibility guidelines vary from program-to-program (The chart below illustrates the current federal poverty guidelines.) Assistance levels can range from $175 to $500 per residential customer.

<table>
<thead>
<tr>
<th>Size of household</th>
<th>Total gross annual household income</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>150% of Federal Poverty Guidelines</td>
</tr>
<tr>
<td>1</td>
<td>$17,505</td>
</tr>
<tr>
<td>2</td>
<td>$23,595</td>
</tr>
<tr>
<td>3</td>
<td>$29,685</td>
</tr>
<tr>
<td>4</td>
<td>$35,775</td>
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<td></td>
<td>For Family Units with more than four (4) members, add $6,090 for each member.</td>
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To find out if you qualify for assistance and how to apply, please contact the utility company, non-profit organization, state agency or the local community agency that is administering the program.

**ELECTRIC**

American Electric Power (Ohio Power, Columbus Southern Power)

**Neighbor-to-Neighbor Program**

**Contact:** AEP at (800) 672-2231 or Dollar Energy Fund, Inc. at (800) 683-7036 (www.dollarenergy.org)

**Consumer Benefit:** Up to $500 per customer

**Eligibility:** At or below 250% of the Federal Poverty Guidelines

**Availability:** Cooling assistance: June 1 through August 31; Heating assistance: October 1 through April 30

**Other Conditions:**
- Income-eligible applicants must first apply for any other available assistance programs (HEAP, E-HEAP or others).
- Applicants must have paid at least $150 on their AEP account in the 90 days prior to their application (except senior citizens).
- All applicants must have a minimum balance of $100 on their AEP bill.

Dayton Power & Light:

**DP&L Fuel Fund**

**Contact:** DP&L at (800) 433-8500; Ohio Development Services Agency at (800) 282-0880; or your local Community Action Agency (www.oacaa.org)

**Consumer Benefit:** Up to $250 per customer

**Eligibility:** Household earnings at or below 200% of the Federal Poverty Guidelines

**Availability:** Contact DP&L

**Other conditions:** Customer must have already received Home Energy Assistance Program funds or other available funds. For more information, go to [http://goo.gl/2ycVwi](http://goo.gl/2ycVwi).

**FirstEnergy (Cleveland Illuminating Company, Ohio Edison, Toledo Edison)**

**FirstEnergy Fuel Fund**

**Contact:** First Energy at (800) 589-3101 (Cleveland Illuminating Co.); (800) 633-4766, (Ohio Edison); (800) 447-3333, (Toledo Edison); Ohio Development Services Agency at (800) 282-0880; or your local Community Action Agency (www.oacaa.org)

**Consumer Benefit:** Up to $250 per customer

**Eligibility:** Household earnings at or below 200% of the Federal Poverty Guidelines

**Availability:** Contact FirstEnergy

**Ohio Fuel Fund**

**Contact:** First Energy at (800) 589-3101 (Cleveland Illuminating Co.); (800) 633-4766, (Ohio Edison); (800) 447-3333, (Toledo Edison); or the Ohio Fuel Fund Grant Program ([http://goo.gl/7fZcH](http://goo.gl/7fZcH))

**Consumer Benefit:** Up to $300 / Hardship – Up to $500 per customer

**Eligibility:** Household earnings at or below 200% of the Federal Poverty Guidelines

**Availability:** Year round

**Other conditions:** To qualify, customers must have an active account and a pattern of “good faith” payments, have applied for the Ohio Home Energy Assistance Program (HEAP).
### Utility-provided Assistance Programs

#### FUEL FUNDS

<table>
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<th>CONSUMERS’ FACT SHEET</th>
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The Office of the Ohio Consumers’ Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at [www.occ.ohio.gov](http://www.occ.ohio.gov).

#### NATURAL GAS

**Columbia Gas of Ohio**

**Columbia Fuel Fund**

**Contact:** Contact your local Community Action Agency (by searching [www.oacaa.org](http://www.oacaa.org)) or Columbia Gas of Ohio at (800) 344-4077 or [www.columbiagasohio.com](http://www.columbiagasohio.com)

**Consumer Benefit:** Up to $250 per customer

**Eligibility:** Household earnings at or below 200% of the Federal Poverty Guidelines

**Available:** Winter heating season

**Other conditions:** Customers must have already exhausted all other available assistance programs such as Home Energy Assistance Program (HEAP) and the Winter Crisis Fund in order to qualify.

**HeatShare Program**

**Contact:** Columbia Gas of Ohio at (800) 344-4077 ([www.columbiagasohio.com](http://www.columbiagasohio.com)) or the Salvation Army ([www.salvationarmyusa.org](http://www.salvationarmyusa.org))

**Consumer Benefit:** Up to $250 per customer

**Eligibility:** Household earnings at or below 150% of the Federal Poverty Guidelines

**Available:** Winter heating season

**Other conditions:** Customers must have exhausted other forms of financial help or have special hardships.

#### Dominion East Ohio

**EnergyShare Program**

**Contact:** Dominion East Ohio at (800) 362-7557 ([www.dom.com](http://www.dom.com)) or the Salvation Army ([www.salvationarmyusa.org](http://www.salvationarmyusa.org))

**Consumer Benefit:** Up to $500 for heating bills; up to $250 for deposits

**Eligibility:** Household earnings at or below 150% of the Federal Poverty Guidelines

**Available:** Winter heating season

**Other conditions:**
- Head of household must be unemployed or have a demonstrated personal or family crisis.
- All other available payment assistance programs must be exhausted.
- Disconnection status* required except for seniors, age 60 and older.

#### Duke Energy Ohio

**HeatShare Program**

**Contact:** Duke Energy Ohio at (800) 544-6900 or the Salvation Army at (513) 721-5636 or (513) 721-0795

**Consumer Benefit:** Up to $300 per customer, one-time assistance payment

**Eligibility:** Based on need (does not necessarily follow income guidelines)

**Available:** Mid January - mid April

**Other conditions:** Disconnection status* required

*Disconnection status: A customer has received a disconnection notice or their service has already been disconnected.