



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

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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.

Size of household	Total gross annual household income			
	150% of Federal Poverty Guidelines	175% of Federal Poverty Guidelines	200% of Federal Poverty Guidelines	250% of Federal Poverty Guidelines
1	\$17,505	\$20,422.50	\$23,340	\$29,175
2	\$23,595	\$27,527.50	\$31,460	\$39,325
3	\$29,685	\$34,632.50	\$39,580	\$49,475
4	\$35,775	\$41,737.50	\$47,700	\$59,625
	<i>For Family Units with more than four (4) members, add \$6,090 for each member.</i>	<i>For Family Units with more than four (4) members, add \$7,105 for each member.</i>	<i>For Family Units with more than four (4) members, add \$8,120 for each member.</i>	<i>For Family Units with more than four (4) members, add \$10,150 for each member.</i>

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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.
- The Neighbor to Neighbor fact sheet is available on the AEP Ohio website at www.aepohio.com/global/utilities/lib/docs/info/community/paymentAssistancePrograms/OhioFactSheetOctober2012.pdf.

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>.

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>)

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).

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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.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

NATURAL GAS

Columbia Gas of Ohio

Columbia Fuel Fund

Contact: Contact your local Community Action Agency (by searching www.oacaa.org) or Columbia Gas of Ohio at (800) 344-4077 or 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) or the Salvation Army (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) or the Salvation Army (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.*

