

## Utilities

### **Ohio Consumer Counsel**

Public Interest Center, PVCO  
Columbus, OH 43215

Hot Line: 1-800-686-7826  
Wed site: [www.pickocc.org](http://www.pickocc.org)

Hours: Monday — Friday, 8:30am — 5:30pm

#### Services Provided:

- Assistance in understanding bills
- Help with resolving a bill or other utility problem
- Help to file a complaint about a utility service provider
- Learn about cost saving tips
- Help to avoid
- Help to avoid disconnection
- Assistance with reconnection
- Rights education

### **Universal Service Assistance**

P.O. Box 4600  
Waterloo, IA 50704-9720

Phone:  
Fax: 1-800-295-7495  
Hot Line: 1-800-335-8721

#### Eligibility Requirements:

To qualify, household must participate in the following; Food Stamps, Medicaid, SSI, HEAP, E-HEAP, Federal Public Housing or Section 8, Ohio Works First — Disability Assistance.

#### Services Provided:

- Discount on line connection
- Waiver of deposit for local service
- Payment arrangement on outstanding balance
- Discount on basic services
- Discount on other services

### **Home Energy Assistance Program**

Office of Community Services  
P.O. Box 1240  
Columbus, OH 43216

Toll Free: 1-800-282-0880  
TDD: 1-800-686-1557

#### Eligibility Requirements:

Income guidelines: at or below 150% of the Federal Poverty guidelines Services

#### Services Provided:

- One time payment assistance on heating and utility bill.
- Increased benefit for household member 65 or older or a member who is totally and permanently disabled

**Emergency HEAP (E-HEAP)**

E-Heap is a program designed to help consumers who need financial assistance for disconnect notices, disconnects, or have less than 10-day supply of bulk fuel. E-HEAP can also help pay for heating system repairs.

**Percentage of Income Payment Plan (PIPP)**

PIPP is an extended payment program for low-income customers of gas and electric utilities. This program does not reduce or waive energy costs; it only establishes a more manageable payment plan for consumer in need for financial assistance. The consumer will still remain responsible for entire bill.

**Ohio Weatherization Program**

Low income consumers may be eligible for home weatherization through this program. An initial inspection, on site energy audit, and health and safety testing inspections are provided. Insulation, heating system repairs or replacements, storm doors and windows and other weatherization needs may be provided.

The following agencies can assist with furnace replacement or repair:

**PSA-3, Area Agency on Aging**

Emergency home Repair Program

1-419-222-7723

1-800-653-7277

**United States Department of Agriculture**

Rural Development (Must be out of city of residence)

Grant and Loan Programs available

419-422-0242 ext. 120

**Hancock County Agency on Aging**

Chore services

419-423-8496