



# Cleveland electric illuminating company

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There are many reasons you or someone you know may need help with home energy costs. We understand and can offer a variety of programs to help you budget your monthly payments, pay winter heating bills, catch up on past-due payments, or avoid service disconnection.

The Percentage of Income Payment Plan Plus program - PIPP Plus - is Ohio's income-based payment program that helps low-income households maintain gas and electric service. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

HEAP is a federally funded grant program administered by Ohio Department of Development (ODOD) through a network of energy assistance providers. HEAP provides customers help with paying winter heating bills, and occasionally summer cooling bills.

The Home Energy Assistance Program (HEAP Winter Crisis Program) helps income eligible Ohioans that are threatened with disconnection, have been disconnected, need to establish new service, need to pay to transfer service, have PIPP default, need to pay first PIPP, or have 25% (or less) supply of bulk fuel in their tank maintain their utility services.

Ohio households serviced by a Public Utilities Commission of Ohio-regulated utility must sign up for the Percentage of Income Payment Plan Plus (PIPP) or another payment plan if there is still an outstanding balance on the bill after receiving this assistance.

OPAE Fuel Fund provides financial assistance to eligible low- to moderate-income customers to help pay their electric bills. Customers must be at or below 200% of federal poverty guidelines and must apply for the HEAP or HEAP Crisis program, if available. Customer may apply for OPAE Fuel Fund, HEAP and HEAP Crisis at their local HEAP provider.

CO-OP is an emergency hardship fund designed to help residential customers who have suffered a recent financial hardship and need temporary help in paying their electric bills. Program funding is provided by The Illuminating Company customers and company employees. The distribution of funds is administered by the Cleveland Salvation Army.

The Ohio Fuel Fund Grant Program is designed to assist residential customers with the payment of their electric bill to maintain their service, or to assist in establishing service for new electric service applicants who



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have an unpaid bill from a previous residence. This program support is provided through FirstEnergy corporate funds. Applicants for grant assistance must meet certain household income and other program qualification requirements. Approved grants are applied directly to utility bills.

If you are at least 60 years old or receive a Social Security or pension check, or if you receive disability assistance, we can extend your payment due date. In order to be eligible for this option, your account must be current and remain current or the option may be removed from your account.

If conditions make it difficult to pay your electric bill on time, we can arrange affordable installments to be paid with your monthly bill. Payment arrangements help maintain your electric service while you make payments more suited to your financial situation.

Select a third party (a friend, relative, clergy, or social service agency) to be notified, along with yourself, if your electric service is about to be disconnected. The third party is not obligated to pay overdue bills but can remind you of pending disconnection and help you make payment arrangements.

Contact us for free full report

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