



# Ohio edison electric 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.

Project REACH 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 bill. Program funding is provided by Ohio Edison customers and company employees. The distribution of funds is administered by the Salvation Army located throughout the Ohio Edison service territory.



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