



Coshocton Regional Medical Center

Help with Utilities in Coshocton County

Agency	Services
<p>AAA Region 9 710 Wheeling Avenue Cambridge, Ohio 43725</p> <p>Phone: 740-439-2294</p> <p>Website: https://aaa9.org</p>	<p><u>Support Services</u></p> <ul style="list-style-type: none">• Volunteers and staff can help seniors apply for energy assistance programs, including crisis aid.
<p>AEP Ohio Bill Pay Assistance</p> <p>Phone: 800-672-2231</p> <p>Website: https://www.aepohio.com/account/bills/pay/assistance</p>	<p><u>Emergency Services</u></p> <ul style="list-style-type: none">• If a patient needs extra support paying their bill, AEP offers several options such as payment extensions, payment arrangements, grants, and payment assistance programs. <p><u>Low-Income Home Energy Assistance Program (LIHEAP)</u></p> <ul style="list-style-type: none">• LIHEAP provides federally funded assistance to help families manage energy costs. <p><u>Neighbor to Neighbor Bill Pay Assistance</u></p> <ul style="list-style-type: none">• AEP Ohio partners with Dollar Energy Fund to help families pay their electric bills. Grants apply directly to an account that prevents disconnection of or restores electric service. <p><u>PIPP</u>- see Kno-Ho-Co-Ashland</p>
<p>Columbia Gas Assistance Programs</p> <p>Phone: 800-344-4077</p> <p>Website: https://www.columbiagasohio.com/bills-and-payments/financial-support/income-eligible-assistance-programs</p>	<p><u>Emergency Services</u></p> <ul style="list-style-type: none">• <u>PIPP</u>- see Kno-Ho-Co-Ashland• <u>HEAP</u>- see Kno-Ho-Co-Ashland• <u>HeatShare</u> -see Salvation Army• <u>Save the Dream Ohio</u> - see Help for Homeowners• <u>WarmChoice</u> - see WarmChoice



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Help for Homeowners Save the Dream Ohio

Phone: 888-404-4674

Website: <https://www.savethedream.ohiohome.org>

Services

Support Services

- Save the Dream Ohio helps eligible Ohio homeowners facing foreclosure and/or who cannot afford to pay their mortgage payments, utility payments or other related housing costs because of economic hardship caused by the COVID-19 pandemic.
- The state of Ohio was awarded \$280 million from the U.S. Department of Treasury through the American Rescue Plan Act of 2021 for the program.
- The program is expected to continue through September 30, 2025, or until the available funding is depleted.

Mortgage Assistance

- To qualify for the Save the Dream Ohio program, a household must have their primary residence in Ohio, have experienced financial hardship or loss of income related to the COVID-19 pandemic, and have an income at or below the Save the Dream Ohio income eligibility threshold.
- Can apply online at the website listed or by calling the phone number.

Utility Assistance

Call Area Agency on Aging - Phone: 800-945-4250

- Utility Assistance Plus provides eligible Ohio homeowners with financial assistance to pay delinquent utility bills, property taxes, and other housing costs not included in the mortgage payment. A household may receive up to combined \$10,000 in utility and/or housing cost assistance.



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<p>Kno-Ho-Co-Ashland 120 North 4th Street Coshocton, Ohio 43812</p> <p>Phone: 740-622-9801</p> <p>Website: https://knohoco.org/locations/coshocton-county-office</p> <p>Kno-Ho-Co-Ashland is the Community Action Agency for Coshocton County.</p>	<p><u>Emergency Services</u></p> <p>The Kno-Ho-Co-Ashland Emergency Services Program aids those in a crisis with rental assistance, utility assistance, and emergency shelter for the homeless. Families threatened with eviction may obtain rental assistance through the Emergency Services Program. In addition, those threatened with disconnection of their utilities, including gas, electric, and water, may obtain aid through utility assistance.</p> <p><u>Emergency Home Energy Assistance Program (HEAP)</u></p> <ul style="list-style-type: none">• Emergency HEAP provides assistance once per heating season to eligible households who are disconnected, threatened with disconnection, or have less than a 25% supply of bulk fuel.• Kno-Ho-Co-Ashland also operates the HEAP Summer Crisis Program. Persons with a medical condition or senior citizens may be eligible to receive home cooling cost assistance. A one-time payment is available to qualifying households.• HEAP income guidelines – At or below 175% of the Federal Poverty Level. PIPP-Plus – At or below 175% of the Federal Poverty Level. <p><u>Electric Partnership Program (EPP)</u></p> <ul style="list-style-type: none">• The Electric Partnership Program (EPP) is a home weatherization plan for customer who are at or below the 175 percent of the federal poverty levels.• To be eligible for the program, Ohioans must also have 12 months of electric usage at their current address, have an annual electric baseload usage of at least 5,000 kWh, and live in the service territory of American Electric Power, Duke Energy, Dayton Power and Light, or FirstEnergy.• Customers who are enrolled in electric PIPP Plus or who are eligible for PIPP and have high energy use will be contacted by an authorized EPP provider.



Agency

Kno-Ho-Co-Ashland - *Continued*

Services

State of Ohio's Percentage of Income Payment Plan (PIPP)

- PIPP makes monthly payments more affordable and paying on time and in full each month reduces the outstanding balance. In fact, after 24 on-time and in-full payments in a row, the outstanding balance is eliminated.
- Gas-heated homes have a monthly payment of 5% of all household income for gas bills and 5% of all household income for electric bills.
- Electric-heated homes have a monthly payment of 10% of all household income.
- There is a minimum monthly payment of \$10.

More information on PIPP Plus can be found by:

- Visiting the Ohio Development Services Agency website:
<https://development.ohio.gov/individual/energy-assistance/2-percentage-of-income-payment-plan-plus> or calling **800.282.0880**
- Visiting the Public Utilities Commission of Ohio website:
<https://puco.ohio.gov/puco/index.cfm/be-informed/consumer-topics/percentage-of-income-payment-plan-plus-pipp-plus/#sthash.z4OZPXAY.dpbs> or calling **800.686.7826**

Ohio Household Water Assistance Program

- The Ohio Household Water Assistance Program provides income-eligible Ohioans assistance with their water and sewer utility bills. This is a one-time benefit. The program has been extended through Sept. 30, 2023. Funding for the program is provided by the Consolidated Appropriations Act and American Rescue Plan Act.



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<p>Ohio Medical Certification Program</p> <p>Phone: 800-362-7557</p> <p>Website: https://puco.ohio.gov/utilities/electricity/resources/30-day-medical-certificate</p>	<p><u>30 Day Medical Certificate</u></p> <ul style="list-style-type: none">• Residential customers of PUCO-regulated electric, natural gas, and water utilities who are facing a disconnection for nonpayment may use this form to avoid a utility disconnect for up to 30 days.• The form may be used no more than 3 times in a rolling 12-month period.• The form must be completed by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician and sent to your utility company.
<p>The Salvation Army of Northeast Ohio - Coshocton 219 North 4th Street Coshocton, Ohio 43812</p> <p>Phone: 740-622-0971</p>	<p><u>HeatShare Programs</u></p> <ul style="list-style-type: none">• The HeatShare programs are administered by the Salvation Army to help qualifying households pay for natural gas bills. These programs typically run from January until May, or until funds are depleted.• These programs are different depending on the utility company and are only offered for electric and natural gas utilities. <p><u>Aqua Aid</u></p> <ul style="list-style-type: none">• Benefit: Up to \$300 for water and up to \$500 for water and wastewater combined.• Eligibility: Household earnings at or below 175 percent of the federal poverty guidelines. Applicants may be required to have a disconnection notice or be currently disconnected.• Available: Once in a rolling 12-month period.



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<p>Special Reconnect Order</p> <p>For additional information regarding this benefit, contact your local utility company or the Public Utilities Commission Ohio (800) 686-PUCO (7826).</p>	<p><u>Support Services</u></p> <ul style="list-style-type: none">• The Special Reconnect Order has been issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis typically mid-October through April 15.• The order allows residential customers who are disconnected or are threatened with disconnection to pay a maximum amount of \$175 to have their service restored or maintained.• Any residential customer who is served by a regulated utility company, regardless of income, may use the Special Reconnect Order, to establish, maintain or restore service.• The Special Reconnect Order may be used once per winter heating season.• Customers that have multiple residential accounts may only utilize the special reconnection order at their primary residence.• All regulated natural gas and electric companies must comply with the Special Reconnect Order.
<p>Ohio Consumers' Counsel 10 West Broad Street Suite 1800 Columbus, Ohio 43215</p> <p>Phone: 614-466-8574</p>	<p><u>Support Services</u></p> <ul style="list-style-type: none">• Disconnection prevention and legal issues can be addressed by Ohio Consumers' Counsel.• This state government agency can advise consumers on their rights when it comes to the shut off of their heat, electricity, or even phone service.• Staff will also ensure that residents are treated properly by their energy company and are not harassed or overcharged when it comes to their bills or reconnection fees.



Coshocton Regional Medical Center

Agency	Services
<p>Telephone Assistance – Lifeline PO Box 9100 Wilkes-Barre, PA 18773</p> <p>Phone: (800) 234-9473</p> <p>Website: https://www.lifelinesupport.org</p>	<p>The Public Utilities Commission of Ohio (PUCO) urges qualifying low-income residents to apply for Lifeline Telephone Assistance. Lifeline assistance makes basic local telephone service more affordable for income-eligible families across Ohio. Those who qualify could receive discounts for monthly telephone bills and/or installation costs of telephone service. Wireless and broadband providers also offer Lifeline.</p> <p>You may also qualify if you participate in one of the following programs:</p> <ul style="list-style-type: none">• Medicaid• Supplemental Nutrition Assistance Program (SNAP)• Supplemental Security Income (SSI)• Public Housing Assistance/Section 8• Veterans Pension or Survivors Pension
<p>Veterans Service Office 318 Main Street Coshocton, OH 43812</p> <p>Phone: 740-622-2313 Fax: 740-623-6507</p> <p>Website: https://www.coshoctoncounty.net/veterans</p>	<p>Coshocton County Veterans Service Commission is empowered to provide temporary assistance to veterans, their spouses, their dependents, and their widows and orphans.</p> <p><u>Financial Assistance:</u></p> <ul style="list-style-type: none">• The Coshocton County Veterans Service Commission will only grant assistance for what they consider to be the five necessities of life.• Those are Rent/Mortgage, Electric, Heat, Water, and Food.• Applicants for assistance are eligible for assistance up to three times in a twelve-month period.• They may also be eligible for emergency assistance once in a twelve-month period.• Emergency assistance is limited to only one item of the five possible.



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<p>Patriot Plan</p> <p>For additional information regarding this benefit, contact your local utility company or the Public Utilities Commission Ohio (800) 686-PUCO (7826).</p>	<ul style="list-style-type: none">• The Patriot Plan, a program providing protections and benefits to military personnel and their families, can assist qualifying customers with maintaining utility service while serving on active duty.• Under the plan, Ohio's natural gas and electric utilities cannot disconnect the residential utility service of any military reservist or National Guardsman deployed on active duty for nonpayment.• Upon return from active duty, utility companies must offer customers a period of time equal to the length of their deployment to pay any arrearages that may have accumulated.• Additional time may be requested by a customer if the amount in arrearages presents a hardship.• Utility companies are also prohibited from charging any late payment fees or interest to qualifying customers during the period of deployment or the repayment period.• The Patriot Plan does not apply to career active-duty military personnel serving their regular tour of duty
<p>Warm Choice Program</p> <p>Corporation for Ohio Appalachian Development (COAD)</p> <p>Phone: 800-807-9781</p> <p>Columbia Gas</p> <p>Phone: 800-344-4077</p>	<p><u>Services:</u></p> <p>Available to qualified customers, this year-round service includes a home energy inspection with safety checks on natural gas appliances. Energy efficiency upgrades may also include attic and wall insulation, air sealing, and repair or replacement of natural gas appliances.</p> <p>Qualified customers may receive the following:</p> <ul style="list-style-type: none">• Attic and wall insulation• Air sealing• Natural gas furnace repair or replacement• Natural gas water heater repair or replacement



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<p>Weatherization Assistance Program PO Box 1240 Columbus, Ohio 43266</p> <p>Phone: 800-282-0880</p> <p>Website: https://puco.ohio.gov/utilities/gas/resources/home-weatherization</p>	<p>Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy efficiency program. The program reduces low-income households' energy use, thus creating more affordable housing for those in most need. Services include attic, wall, and basement insulation; blower-door-guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections.</p> <p>Who is Eligible for HWAP?</p> <ul style="list-style-type: none">• Ohioans with a household income at or below 200 percent of the federal poverty guidelines are eligible for the program.• Priority is given to Ohioans who are older than age of 60, those with disabilities, those with children in the home, and households with a high energy usage and/or burden.• All families who have received assistance any time during the last 12 months under Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), or Home Energy Assistance (HEAP) (does not include Emergency HEAP) are automatically income eligible for weatherization services.