

# You are behind on your gas payment—**But there is help.**

These programs could help with your winter heating bills.

- 1) Home Energy Assistance Program (HEAP)** provides a credit to your heating bill. To qualify, your yearly gross household income can be up to:
- \$21,780 for one person
  - \$29,420 for two people
  - Add \$7,640 for each additional person

Call the Ohio Department of Development (ODOD) at 1-800-282-0880. Customers with Telecommunications Devices for the Deaf (TDDs) can call 1-800-686-1557.

- 2) Winter Crisis Program (WCP)** can provide income-eligible households a one-time payment to help avoid a shutoff or to restore service due to nonpayment. Call 1-800-282-0880.

- 3) Special Winter Assistance** is available to residential customers to help avoid a shutoff or to restore gas service due to nonpayment *once during the heating season until April 13*. Maintain or have service restored by paying either:

- 1) the entire past-due balance on your gas bill;
- 2) the past-due default payments if you are on a special payment plan; or
- 3) \$175.

**NOTE:** Income-eligible customers interested in re-enrolling or maintaining participation in PIPP Plus or Graduate PIPP Plus must make an additional payment of no more than \$50 per utility if they owe more than \$175 in PIPP Plus/Graduate PIPP Plus default. Any remaining balance will be added to the customer's arrears.

▪ *Once service is restored, customers will be billed a reconnection fee. They also may be billed an applicable security deposit in three equal, consecutive monthly installments in addition to their current charges or plan amount. If they use this assistance, they must apply for HEAP and enroll in either PIPP Plus or another payment plan.*



# Call today for the help you need with your Winter Heating Bills.

**4) PIPP Plus** allows income-eligible households to maintain service by paying 6 percent of their total monthly household income or \$10, whichever is greater. To qualify, yearly gross household income can be up to \$16,335 for one person or \$22,065 for two people. Add \$5,730 for each additional person. Household income is all money received before deductions during the previous 12 months for everyone over 18 in the household.

To apply, provide proof of total household income for the past three to 12 months to the local HEAP office. Be sure to take copies of your gas and electric bills. For your nearest HEAP office, call 1-800-282-0880.

**5) Housewarming** is a Dominion East Ohio-sponsored program that provides weatherization assistance to help eligible customers reduce their energy use. The program includes conservation measures and education. The program is administered by the Cleveland Housing Network. Call 1-888-377-3774.

**6) Home Weatherization Assistance Program (HWAP)** provides federally funded grants for weatherization repairs. Call 1-800-282-0880.

Apply for HWAP, HEAP and PIPP Plus with one application form—the Combined Energy Assistance Application—which may be obtained by calling ODOD at 1-800-282-0880. Customers with Telecommunications Devices for the Deaf (TDDs) can call 1-800-686-1557. Applications also are available at libraries, some banks and your local county auditor's office. Download the form at [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov).

**7) Dominion East Ohio EnergyShare** is a fuel-assistance program of last resort designed to help those in need pay their winter natural gas bill. To be eligible, you must be a Dominion East Ohio customer, have exhausted other state and federal fuel-assistance resources and have a shut-off notice. A shut-off notice is not needed if you are over age 60. For assistance, contact your local Salvation Army office after December 1.

▪ *Local community action agencies have information on these and other programs. For more information, you also can call us at 1-800-362-7557, Monday through Friday from 7 a.m. to 7 p.m., or visit [www.dom.com](http://www.dom.com). Hearing-impaired customers with Telecommunications Devices for the Deaf can call 711.*

## **8) Company Payment Plans**

- 1) Short-Term Extension** grants up to five additional days to pay before the next bill date.
- 2) The Current-Plus Plan** provides up to six months to pay off past-due balances.
- 3) One-Third Winter Heating Plan** lets you pay one-third of your total account balance each month for gas used between Nov. 1 and April 15.
- 4) One-Ninth Payment Plan** provides up to nine months to pay off past-due balances and pay a special budget amount.
- 5) Budget Plus** lets you pay a special budget amount, plus one of 12 equal payments of your past due amount.

*Call 1-800-362-7557 for details and to determine eligibility.*