



## NEOSA Divisional Utility Assistance Programs

All utility assistance programs are income based. Gross income must be verified for the past three to six months. Applicants must have a shut-off notice or need assistance with restoration of service unless noted otherwise below for the respective program. Assistance is only available for residential customers.

All reconnection charges are the responsibility of the customer. When applicable the Special Reconnection Order may be utilized to restore or maintain service. Depending on the amount of assistance needed, customers may be required to make a co-payment prior to assistance being provided.

### Enbridge Gas Heat Care

Heat Care is a Enbridge Gas sponored energy assistance program to assist eligible customers in Ohio. Heat Care gas assistance program, is available only to Enbridge Ohio customers, to assist with their heating bill. The Enbridge Heat Care assistance program is available for anyone who faces financial hardships from unemployment or family and/or household crisis. The program runs during the winter season only and begins annually on December 1 and continues through May 31 or until funds are exhausted. To qualify, applicants must have a shut-off notice or their service is disconnected. Applicants 60 years or older DO NOT need a disconnection notice but must demonstrate the need for assistance. The Heat Care grant accepts applicants having income up to and including 300% of the Federal poverty level.

Assistance can only be provided once during the winter season. This is a program of Last Resort, therefore those who qualify for PIPP or Emergency HEAP must first access Heap assitance by contacting their local county Community Action agency for an appointment. Any Client in need of assistance should contact The Salvation Army nearest to where they reside for a utility appointment.

### Columbia Gas HeatShare – HeatShare Expansion

Columbia Gas HeatShare assistance program provides grant assistance to Columbia Gas customers who are experiencing extreme financial hardship and are having problems paying their gas heating bills. The program's primary goal is to prevent service disconnections or to re-establish service which has already been disconnected. The HeatShare program will also pay on accounts that are in Past Due status with disconnection due within days. The program is open throughout the year; however, customers may only receive HeatShare grant assistance once in a rolling 12-month period. The HeatShare grant accepts applicants having income up to and including 300% of the Federal poverty level. This is a program of Last Resort, therefore those who qualify for PIPP or Emergency Heap must first access Heap assistance by contacting their local county Community Action agency for an appointment. Applicants may apply online for the HeatShare grant by going to SAHelp.com and follow the prompt to enter the applicants zip code. Clients who may not have access to preparing an online application may call The Salvation Army nearest to where they reside for an appointment.

### First Energy - The Illuminating Company CO-OP and Ohio Edison Project Reach

This program is available to customers of The Illuminating Company, Ohio Edison, and Toledo Edison. Customers must have a shut-off notice, or the service must be disconnected to qualify. This program is open throughout the year; however, customers may not receive assistance more than once during a 12-month period. This is a program of Last Resort, therefore those who qualify for PIPP or Emergency Heap must first access Heap assistance by contacting their local county Community Action agency for an appointment. The programs accept applicants having income up to 200% of the Federal povety level. In addition to income, payment history may be considered in determing eligibility. Any client in need of assistance with this grant should contact The Salvation Army nearest to where they reside for a utility appointment.

### **How to Access Services**

If you need assistance, contact The Salvation Army Corps in your community to determine eligibility. You may also contact The Salvation Army Divisional Social Services Office at 216-861-8185.