

UTILITY RESOURCES

ELECTRIC, GAS, AND WATER PAYMENTS ON-CAMPUS SUPPORT

STUDENT EMERGENCY FUND

Available to assist CWRU students who encounter an unforeseen financial emergency or event which would otherwise prevent them from continuing their education at CWRU. Can assist with rent, utilities, and other essential household expenses. To learn more about eligibility and to apply, [submit a Student Emergency Fund Application here](#).



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PERCENTAGE OF INCOME PAYMENT PLAN PLUS (PIPP)

Offers a program that makes monthly payments more affordable on a year-round basis for customers of regulated electric and/or gas service providers. Free to apply and there are no deposits for PIPP Plus Households. Minimum monthly payment is \$10. Serves Cuyahoga County customers with household incomes at or below 150% of the Federal Poverty Guideline Level. All persons who share a common kitchen or bath are considered members of the same household and must apply on one application. Documentation required includes proof of income for the last 30 days for all household members aged 18 or over, most recent utility bills for gas and/or electric, social security numbers for all household members, and proof of citizenship or proof of legal resident/qualified alien. [Can apply for PIPP online here](#). PIPP and HEAP applications are one in the same and thus beneficial to click on both when applying to see if eligible. If immediate support is needed, call 216.350.8008 to schedule an appointment Monday through Friday 8am to 4pm.



HOME ENERGY ASSISTANCE PROGRAMS (HEAP)

This one-time benefit is applied directly to the customer's utility bill or bulk fuel bill.

Ohioans with a household income at or below 175% of the federal poverty guidelines are eligible for the program. [Can apply for HEAP online here](#).

<https://development.force.com/eap/s/login/?ec=302&startURL=%2Fheap%2Fs%2F>

PIPP and HEAP applications are one in the same and thus beneficial to click on both when applying to see if eligible. Can also receive support for repairs to central air conditioner systems, fans, or window units during the summer months by calling 234-703-4303 at 8:00am Monday thru Thursday.



CATHOLIC CHARITIES

Offers financial assistance for individuals facing eviction or struggling with rent and utilities as well as support in the form of bus tickets or grocery gift cards to cover daily necessities. Also offer services to help families and individuals become self-sufficient. May offer budgeting and financial workshops and may assist those in applying to county and state benefit programs. For 44108, 44110, and 44119 residents, call St. Martin de Porres Family Center at 216.268.3909. For 44103, 44106, and 44108 residents, call St. Philip Neri Family Center at 216.391.4415.

SALVATION ARMY

If you have received a disconnection or shutoff notice, call 216.229.6065 to assist with overdue balance.

LOW-INCOME HOME WATER ASSISTANCE PROGRAM

Ends on September 30, 2022. Helps Ohioans at or below 175% of the federal poverty guidelines pay their water and wastewater bills. To apply for the Low-Income Water Assistance Program (LIHWAP), you must schedule an appointment by calling 216.350.8008 or by going online at www.chn.itfrontdesk.com. Applicants must provide all required application documents no less than three days prior to the date of their appointment. The following documents are required: copies of your most recent water and sewer bills, photo ID, social security cards for each household member, proof of U.S. Citizenship, and income verification for the past 30 days.



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INTERNET OFF-CAMPUS SUPPORT

AFFORDABLE CONNECTIVITY PROGRAM

Twenty Internet providers, including AT&T, Comcast, and Verizon have agreed to provide high-speed internet service at a steep discount to low-income consumers. The plan would cost qualifying households no more than \$30 per month. Households can qualify for the subsidies, called the Affordable Connectivity Program, if their income is at or below 200 percent of federal poverty guidelines (for a household of one, this is \$27,180 or less) or a member of the household participates in certain federal anti-poverty initiatives – including Medicaid, SNAP, federal housing assistance, Pell Grant tuition assistance, or free or reduced-priced school meals. You can check whether you qualify for discounted service and [apply for the Affordable Connectivity Program here](#).



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CELLULAR SERVICES OFF-CAMPUS SUPPORT

ASSURANCE WIRELESS

Provides free Lifeline cellular service of up to 350 minutes per month on local and domestic long-distance calling, unlimited texting, 2GB of 3G data, and a free Smart Phone with wireless coverage for low-income households in Ohio. [Apply now for Assurance Wireless here](#). Income verification must be provided.



CENTURYLINK

Offers Lifeline and Link-Up services. Lifeline is a monthly support of \$9.25 a month that lowers the cost of wireless cell phone service. Link-Up support is a one-time financial assistance program that reduces costs associated with initiating wireless cell phone services to an eligible customer. Must already participate in assistance programs such as Section 8, Medicaid, Food Stamps, SSI, etc. Call 800.366.8201 to apply Monday to Friday 8:00am to 6:00pm. Income verification must be provided.

SAFELINK WIRELESS

Offers free Lifeline cellular services of up to 500 minutes per month and a free SafeLink Wireless cell phone for low-income households in Ohio. Includes voicemail, text messaging, and caller ID. Must already participate in assistance programs such as Section 8/Federal Public Housing Assistance, Medicaid, Food Stamps, SSI, or General Assistance/Disability Assistance. Call 800.723.3546 to apply Monday to Saturday 8:00am to 10:00pm or Sunday from 8:00am to 7:00pm. Income verification must be provided.