

## ***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](#).



### **ELECTRIC, GAS, AND WATER PAYMENTS OFF-CAMPUS SUPPORT**

#### **STEP FORWARD**

Step Forward assists Cuyahoga County residents through six different utility assistance programs and services to help pay utility bills. These programs include the Winter Crisis Program, Winter Non-Emergency Program, Summer Cooling Program, PIPP+, Fuel Fund, Consumer Advisory Hotline, and Water Assistance Program. To learn more about each program and schedule an appointment, [click here](#) and select the program you want to review.



**Winter Crisis Program** – Beginning November 1<sup>st</sup> of any year and operating through the end of March of the next year, the Home Energy Assistance Winter Crisis Program helps income-eligible Greater Cleveland residents that are threatened with disconnection, have been disconnected, or have less than a 25 percent supply of bulk fuel in their tank maintain their utility service. This is a one-time benefit and is to be used in emergency situations when you are faced with disconnection.

**Energy Assistance Winter Non-Emergency Program** – A federally funded program that provides eligible Ohioans assistance with their home energy bills. This one-time benefit is applied directly to the customer's utility bill or bulk fuel bill.

**Summer Cooling Program** – Beginning July and continuing until September 30, Step Forward will help income-eligible Cuyahoga county residents with payment of an electric bill or the purchase of a fan/air conditioning unit to help ease the burden caused by summer heat.

**Percentage of Income Payment Plan (PIPP+)** – The program helps eligible households maintain gas and electric services throughout the year by paying the utility company a percentage of their household income.

**Fuel Fund** – In partnership with FirstEnergy, Step Forward offers another solution to assist with utility bill payments for the customers of the Cleveland Electric Illuminating Company, Ohio Edison, and Toledo Edison.

**Consumer Advisory Hotline** – A free service to get reliable, unbiased answers to your questions about Ohio's energy suppliers. Call 1-844-378-8856 Monday through Friday 8am to 5pm to speak to a representative or send an email to [consumeradvisoryhotline@stepforwardtoday.org](mailto:consumeradvisoryhotline@stepforwardtoday.org).

**Low Income Household Water Assistance Program** – Operating until September 30, 2023, the Low-Income Household Water Assistance Program helps eligible residents with water and wastewater bills.

### **CATHOLIC CHARITIES**

Offers financial assistance for individuals struggling with utilities. 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 216.249.4334 for assistance.

## **INTERNET OFF-CAMPUS SUPPORT**

### **AFFORDABLE CONNECTIVITY PROGRAM**

The Affordable Connectivity Program provides up to \$30/month discount for broadband service; up to \$75/month discount for households on qualifying Tribal lands; and a one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price. A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines or if a member of the household meets at least one of the following criteria: received a Federal Pell Grant during the current award year; participates in SNAP, Medicaid, Federal Public Housing Assistance, Supplemental Security Income, WIC, Veterans Pension or Survivor Benefits, or Lifeline; participates in the Free and reduced-Price School Lunch Program or the School Breakfast Program; participates in Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start. To enroll, go to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) to apply or print a mail in application.



## **CELLULAR SERVICES OFF-CAMPUS SUPPORT**

### **LIFELINE AND THE AFFORDABLE CONNECTIVITY PROGRAM**

The Public Utilities Commission of Ohio 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. You may qualify for Lifeline if your household income is at or below 135% of the federal poverty guidelines. You may also qualify if you participate in Medicaid, SNAP, SSI, Public Housing Assistance/Section 8, or Veterans Pension or Survivors Pension. Contact your local wireless phone company directly to apply. Those who participate include: [Air Voice/Feel Safe](#), [American Broadband & Telecommunications/American Assistance](#), [Boomerang Wireless/enTouch](#), [Global Connection Inc of America/Stand Up Wireless](#), [i-Wireless/Access](#), [Q Link Wireless/Q Link](#), [Telerite/Life Wireless](#), [Tempo Telecom LLC/Now Communications](#), [TracFone/Safelink](#), and [Virgin Mobile USA/Assurance Wireless](#). Check out each individual site or call directly to learn about their program.