

## ***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 four different utility assistance programs and services to help pay utility bills. These programs include the Winter Crisis Program, Non-Emergency Assistance, Summer Cooling Program, and Percentage Income Payment Plan. 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.

**Non-Emergency Assistance** – The Home Energy Assistance Program (HEAP) helps residents at or below 175% of the Federal Poverty Guidelines to pay for utilities with a one-time assistance payment. This assistance is intended to help manage heating costs. This program operates annually from July 1 to May 31.

**Summer Cooling Program** – Beginning July 1st 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.

#### **CUYAHOGA COUNTY DIVISION OF JOB AND FAMILY SERVICES**

Ohio offers Energy Assistance Programs to help low-income residents pay their heating and cooling bills. Cuyahoga County Division of Job and Family Services provides Home Energy Assistance Program (HEAP), Percentage of Income Payment Plan (PIPP), HEAP Summer Crisis Program, Electric Partnership Plan (EPP), Home Weatherization Assistance Program (HWAP), Home Relief Grant, and HEAP Winter Crisis Program. Check your



eligibility for these [utility assistance programs here](#).



### **CHN HOUSING PARTNERS**

CHN Housing Partners can help both homeowners and renters with catching up on past-due utility bills and avoid shut-off for electric, gas, water, and sewer. Learn more about [CHN's utility programs and apply here](#).

### **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.

### **SALVATION ARMY**

If you have received a disconnection or shutoff notice, call 216.781.3773 for assistance.

### **TWO FISH FIVE LOAVES**

If you need support with utilities, submit a form to [Two Fish Five Loaves here](#).



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

### **LIFELINE**

Lifeline is a federal program that lowers the monthly cost of phone or internet service. If you qualify, you can receive discounted phone service through the Lifeline program. You can get Lifeline if your income is 135% or less than the Federal Poverty Guidelines or if you participate in SNAP, Medicaid, SSI, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefit.

Must make at or below:

Family Size of 1 = \$20,331 annually  
Family Size of 2 = \$27,594 annually  
Family Size of 3 = \$34,857 annually  
Family Size of 4 = \$42,120 annually

Family Size of 5 = \$49,383 annually  
Family Size of 6 = \$56,646 annually  
Family Size of 7 = \$63,909 annually  
Family Size of 8 = \$71,172 annually

You can apply online for [Lifeline here](#).

