

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. The Student Emergency Fund can assist with utilities when a shut-off notice is received. To learn more about eligibility and to apply, [submit a Student Emergency Fund Application here](#).

ELECTRIC, GAS, AND WATER PAYMENTS OFF-CAMPUS SUPPORT

CATHOLIC CHARITIES

Offers financial assistance for individuals struggling with paying for utilities. Emergency Assistance funds are limited, and clients must meet certain requirements for distribution. For detailed information, contact St. Martin de Porres Family Center at 216.268.3909.

STEP FORWARD

Step Forward is the main administrator for state-funded energy programs in Cuyahoga County. They can help you enroll in programs designed to lower your monthly bills or resolve an active disconnection emergency.

Lower Monthly Utility Payments – The Percentage of Income Payment Plan (PIPP) helps eligible households pay their gas and electric bills based on income. Apply online to determine your PIPP eligibility. On the [state website](#), select “Online” from the dropdown menu to begin. Your payment is based on your household income and utility source. You must pay your PIPP amount in full and on time each month to stay qualified.

Size of Household	Yearly Income Limit
1	\$27,930
2	\$37,870
3	\$47,810
4	\$57,750
5	\$67,690
6	\$77,630
7	\$87,570
8	\$97,510

For households with more than eight members, add \$8,995 for each additional member.

My Service is Off or About to be Shut Off – If your utility service is off, you’ve received a shutoff notice, need to start or transfer service, are behind on your PIPP payments and facing disconnection, or are almost out of bulk fuel, you may qualify for crisis assistance. For all programs, you must meet income guidelines and one of the following:

Dean of Students Office

318 Thwing Student Center • Cleveland OH 44106 • 216.368.1527 • deanofstudents@case.edu

- Someone in the home is age 60 or older
- Someone in the home has a documented medical condition
- You are enrolled in PIPP
- You received a disconnect notice
- You need to establish electric service

Winter Crisis Program is available from November 1st to March 31st. The Winter Crisis Program provides assistance for eligible households experiencing a heating emergency, including utility disconnection, a disconnect notice, or low bulk fuel supply. The Summer Crisis Program is available from July 1st to September 30th. The Summer Crisis Program provides assistance for eligible households who need help maintaining electric service during the summer cooling season. Eligible households that did not receive cooling equipment during the previous program year may receive an air conditioner and/or fans, while supplies last. Schedule an [appointment online](#) or call 216.480.4327. Then, upload all required documents at least 5 days before your appointment in the Step Forward Appointment Scheduler. You may also submit documents in person at 2203 Superior Ave, Cleveland, OH 44114 during business hours. Missing documents may delay assistance or result in cancellation. Step Forward will call you at your scheduled appointment time. If you miss your appointment call, you may need to reschedule.

Annual HEAP Benefit – HEAP provides eligible Ohioans assistance with their home energy bills. Eligible Ohioans may apply once per year for a one-time benefit that is applied directly to the customer's utility or bulk fuel bill. Apply online at energyhelp.ohio.gov.

CHN HOUSING PARTNERS

CHN offers assistance with water bills for customers of the City of Cleveland Division of water who own and occupy their home. Customers receive a 40% monthly discount on water rate for one year. Apply [online for water assistance here](#).

Size of Household	Yearly Income Limit
1	\$31,920
2	\$43,280
3	\$54,640
4	\$66,000
5	\$77,360
6	\$88,720
7	\$100,080
8	\$111,440

SALVATION ARMY

The Salvation Army offers crisis intervention and utility assistance to stop disconnection of utility services or the start of utility services for low income families. Funding is provided through utility grants from local utility providers and can assist with gas and electric bills. Contact the Social Services Supervisor at 216.623.7423 for support.

CELLULAR SERVICES OFF-CAMPUS SUPPORT

LIFELINE

Lifeline is a government benefit program that provides a baseline discount of \$9.25 per month toward your cell phone bill, home phone, or mobile internet service. You are automatically eligible for Lifeline if your household income is at or below 135% of the Federal Poverty Guidelines or if you participate in SNAP, Medicaid, Supplemental Security Income, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefit. To apply, go to LifelineSupport.org to apply and verify your eligibility using your Ohio benefits info. Once approved, you choose a wireless carrier to apply your benefit.

Size of Household	Yearly Income Limit
1	\$21,546
2	\$29,214
3	\$36,882
4	\$44,550
5	\$52,218
6	\$59,886
7	\$67,554
8	\$75,222
For each additional person, add	\$7,668

Other items to consider - Many cell phone companies use the \$9.25 Lifeline subsidy and then stack their own corporate promotions on top of it to offer qualifying low-income households 100% free cell service for free basic smartphone and free monthly talk, text, and data. Popular carriers include Assurance Wireless, SafeLink Wireless, TruConnect, and Life Wireless. If you don't qualify for Lifeline or prefer to stay with a major brand, several internet and cell providers offer baseline, low-income tiers that you can pay for out of pocket.

Spectrum Internet Assist - Available across Cleveland, this program provides low-cost high-speed home internet for \$25/month for qualified households and frequently bundles a free or deeply discounted Spectrum Mobile line for the first year.

Prepaid Carriers - Companies like Mint Mobile, Visible, and T-Mobile Connect offer basic talk/text/data plans starting at \$15 and \$25 a month without requiring any government verification.