



Electric Service Assistance

COMMUNITY ACTION AKRON SUMMIT

Community Action Akron Summit - Springfield

UTILITY BILL PAYMENT(PERCENTAGE OF INCOME PAYMENT PLAN (PIPP PLUS))

1367 Doty Drive | Akron, OH 44306 | (330) 436-0261

PERCENTAGE OF INCOME PAYMENT PLAN (PIPP PLUS)

Services: Percentage of Income Utility Payment Plans

(330) 436-0261 Automated Energy Assistance Appointment Hotline

(330) 253-8806 Voice Central Office

www.ca-akron.org

SERVICE DESCRIPTION Offers a program that makes monthly payments more affordable on a year-round basis for customers of regulated electric and/or gas service providers. Offers incentive credit and an arrearage credit when PIPP Plus payments are made on-time and in-full:

- Incentive Credit: Each time the client pays their required monthly payment on-time and in-full, the client no longer owes the rest of that month's billed amount (otherwise, this amount is added to the client's arrearages).
- Arrearage Credit: Provides a 1/24 credit toward any old debt when payments are made on-time and in-full (if the client makes full, on-time payments for 24 straight months, then all of the arrearages will be eliminated).

NOTE: This helps only regulated utilities.

INTAKE PROCEDURE If Applying for PIPP Plus for the First Time:

- Call Community Action Akron Summit's Energy Assistance Appointment line to schedule a phone appointment.

To Re-Verify:

- Call Community Action Akron Summit's Energy Assistance Appointment line to schedule a phone appointment, if desired. Or re-verify online at www.energyhelp.ohio.gov or by completing the Energy Assistance Programs Application and dropping it off or mailing it to Community Action Akron Summit's Akron location at 670 West Exchange Street. To obtain an application, call ODSA's toll-free Energy Assistance Programs line at 1-800-282-0880 or visit the website at www.energyhelp.ohio.gov.

To Re-Enroll:

- Customers who were previously on PIPP Plus, must pay the balance of the default (per utility) before they can be re-enrolled in the PIPP Plus program. Default includes ALL unpaid installment payments (even those due while the utility was off).

- Must re-verify information on a yearly basis to remain on the program. Re-verify by completing an Energy Assistance Programs Application and dropping it of or mailing it to Community Action Akron Summit's Akron location at 670 West Exchange Street.

FEES Free to apply. There are no deposits for PIPP Plus households. Minimum monthly payment is \$10 or:

- Natural gas: 6% of the client's monthly household income.
- Electric: 6% of the client's monthly household income.

- All-electric homes: 10% of the client's monthly household income.

. The required documentation needed for HEAP can be:

- Dropped off at 670 West Exchange Street in Akron.
- Faxed to 330-313-3884.
- Uploaded if applying online at energyhelp.ohio.gov.

If applying for PIPP Plus for the first time: By phone appointment during office hours Monday through Friday from 8:00am to 5:00pm.

OHIO DEPARTMENT OF DEVELOPMENT

77 South High Street, 29th Floor | Columbus, OH 432151001 | [\(800\) 848-1300](tel:8008481300)
UTILITY BILL PAYMENT ASSISTANCE (POST-PIPP PLUS)

POST-PIPP PLUS

Services: Percentage of Income Utility Payment Plans
[\(800\) 282-0880](tel:8002820880) Toll-Free Energy Assistance Programs
www.energyhelp.ohio.gov

INTAKE PROCEDURE Call the office or visit the website for more information. Customer calls their former utility company to sign up for Post- PIPP Plus.

FEES Free to apply for the program.

ELIGIBILITY Serves former PIPP Plus customers in good standing.

HOURS Monday - Friday: 7:30am to 5:00pm.

LANGUAGES OTHER THAN ENGLISH None.

DOCUMENTS REQUIRED None.

SITE HOURS Monday - Friday: 7:30am to 5:00pm.

Services :Electric Service Payment Assistance, Percentage of Income Utility Payment Plans

Other Service Groups/Programs at this Location

EAST AKRON NEIGHBORHOOD DEVELOPMENT CORPORATION

East Akron Neighborhood Development Corporation - Energy Services Department

550 South Arlington Street | Akron, OH 44306 | [\(330\) 773-2095](tel:3307732095)

HOME REHABILITATION SERVICES (COMMUNITY CONNECTIONS)

COMMUNITY CONNECTIONS

Services: Weatherization Programs

[\(330\) 773-2095](tel:3307732095) Voice

info@eandc.org www.eandc.org

INTAKE PROCEDURE Call the office for more information.

FEES Free.

ELIGIBILITY- Serves customers of FirstEnergy/Ohio Edison or AEP that are at or below 200% of the Federal Poverty Guidelines.

- Applicants must occupy the home in need of services.

- Serves renters with the landlord's permission.

HOURSBy appointment only.

LANGUAGES OTHER THAN ENGLISH None.

DOCUMENTS REQUIRED Must complete application and provide supporting documentation including copy of current electric bill and income verification for all members of the household.

SITE HOURSDue to Covid-19, this site is open by appointment only.

OHIO EDISON - A FIRSTENERGY COMPANY

RESIDENTIAL ENERGY/WATER CONSERVATION DEVICES (ENERGY CONSERVATION KIT)
76 South Main Street | Akron, OH 44308 | [\(888\) 793-6768](tel:(888)793-6768)

ENERGY CONSERVATION KIT

Services: Weatherization Programs
[\(888\) 793-6768](tel:(888)793-6768) Toll-Free Power Direct Energy
www.ohioenergykit.com

SERVICE DESCRIPTION Offers customers of Ohio Edison/FirstEnergy a free Energy Conservation Kit which includes LED light bulbs in various wattages, a three-way compact fluorescent light bulb, LED night lights, a furnace filter whistle and additional energy-saving components. Customers with electric water heaters may be eligible to receive an additional device to help conserve water, such as a low-flow shower head or a faucet aerator.

INTAKE PROCEDURE As of 05.27.2021, customers can sign up to receive an Energy Conservation Kit by enrolling online at www.ohioenergykit.com or by calling Ohio Edison's vendor, Power Direct Energy, at 1-888-793-6768. If customers received an email or postcard, they can use the 7-digit invitation code to enroll. Customers without an invitation code will need to provide their 12-digit account number, which can be found on the upper right hand corner of their electric bill.

FEES No additional cost. The costs related to Ohio Edison's energy efficiency programs are reflected in all customers' bills (just as the cost of utility poles, transformers, wires and bucket trucks are included in customer bills).

ELIGIBILITY Serves Ohio Edison residential customers with their 12-digit Ohio Edison account number or a 7-digit invitation code. Limit of 1 Energy Conservation Kit per residential account.

HOURS As of 05.27.2021, available online 24 hours a day, 7 days a week. Available by phone Monday to Friday from 9:00am to 6:00pm and Saturday from 10:00am to 1:00pm.

LANGUAGES OTHER THAN ENGLISH None.

DOCUMENTS REQUIRED Must provide 7-digit invitation code or 12-digit account number.

SUMMIT COUNTY EXECUTIVE

Summit County Executive - Department Of Community And Economic Development

WEATHERIZATION PROGRAMS(HWAP - HOME WEATHERIZATION ASSISTANCE PROGRAM)

Serves as a local service provider for Home Weatherization Assistance Program (HWAP), a federally funded low-income residential energy efficiency program to reduce low-income households' energy use. Offers individualized client education. Services ma ...

175 South Main Street, Suite 207 | Akron, OH 443081306 | [\(330\) 643-2537](tel:(330)643-2537)

HWAP - HOME WEATHERIZATION ASSISTANCE PROGRAM

Services: Weatherization Programs

[\(330\) 643-2537](tel:(330)643-2537) Voice Weatherization Program

isurgeon@summitoh.net

<https://co.summitoh.net/pages/HWAP.html>