

What to expect from the utility providers:

Cleveland Division of Water

- Make applicable payment arrangements
- Provide detailed billing information
- Review and update account information
- Discuss eligibility and application processes for discount programs
- Provide duplicate bills

Cleveland Public Power

- Make applicable payment arrangements
- Provide detailed billing information
- Review and update account information
- Discuss eligibility and application processes for discount programs
- Provide duplicate bills

Enbridge (previously Dominion Energy)

- Make applicable payment arrangements
- Provide detailed billing information
- Review and update account information
- Provide duplicate bills

FirstEnergy

- Make payment arrangements
- Discuss eligibility for setting up equal payment plan
- Provide detailed billing information
- Review and update account information
- Provide duplicate bills

Northeast Ohio Regional Sewer District

- Provide duplicate bills
- Provide detailed billing information
- Review and update account information
- Accepting applications for Rate Reduction and Crisis program
- Sign up for Summer Sprinkling (homeowners who live in property)

Columbia Gas of Ohio

- Discuss billing programs
- Provide information

What to expect from the service providers:

CHN Housing Partners

- Discuss eligibility and application process for utility assistance programs
- Accepting first time applications for HEAP/PIPP
- Accepting recertifications of HEAP/PIPP
- Accepting applications for Water Affordability Programs

** Applications collected will be processed at a later date*

Community Housing Solutions

CUYAHOGA COUNTY ONLY

Homeowners

- Provide mortgage counseling and loss mitigation (loan modification, forbearance, etc.)
- Provide Property Taxes Assistance

Cuyahoga Job and Family Services

Homeowners & Renters

- Help with completing public benefits applications such as Prevention, Retention and Contingency (PRC) emergency program, food, cash, medical, and childcare assistance
- Answer questions related to public benefits
- Provide verification of public benefits for other community assistance programs

Step Forward

- Provide instructions for HEAP and PIPP Plus enrollment

Other organizations in attendance:



**Greater Cleveland
Food Bank**

