



2021 CARES Act Utility Bill Assistance Program

The federal Coronavirus, Relief, and Economic Security (CARES) Act provided funding to help eligible individuals receive financial assistance for utility-related costs, such as unpaid or overdue charges at a point of service disruption. Passed in 2020 and extended into 2021, funding from the act is available for utility assistance grants for qualifying Columbus residents that have been unable to pay for water/sewer or city power service because of circumstances related to the COVID-19 pandemic, as funds remain available.

See details and requirements inside. To apply, complete and return the enclosed application with the required documentation or apply online: www.columbus.gov/payassist.

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC UTILITIES

General Information

The Department of Public Utilities' CARES Act Assistance Program offers one-time payment assistance of up to \$750 toward an eligible City of Columbus water/sewer/storm-water bill and/or up to \$500 toward an eligible Columbus municipal (non-AEP) electric bill.

To be eligible, the account must be located in the City of Columbus, be at least 90 days delinquent in payment, and the account holder must meet at least one of the eligibility requirements shown in the next column. The program does not apply to AEP accounts or those located outside of the City of Columbus. Funding is limited and provided on a first-come, first-served basis while funding remains. Bill payment assistance cannot exceed the total current balance on customer account. Approved customers will receive a one-time credit on their account.

Customers can also set up a payment plan on their bill. You may request an extension of one to three months on current charges. If approved, the first payment would be due within 30 days, with each following payment due 30 days thereafter, for up to three months, to bring charges current. Any new bills after the payment plan is approved are due by their own established due dates and must be paid on time to keep the payment arrangement in place.

More information on these programs is available at: <https://www.columbus.gov/payassist>.

For questions, please contact Customer Service at 614-645-8276 Monday - Friday 7AM - 6PM or email BillAssist@columbus.gov.

Eligibility Requirements

To be eligible for the assistance, applicants must have an active City of Columbus water, sewer or power account for their residence in their name (or spouse's name) and meet *at least one* of the following requirements:

1. Household income must be less than 150% of the current U.S. Bureau of Census federal poverty level:*

Household Size	Maximum Income
1	\$20,198
2	\$26,759
3	\$31,278
4	\$39,507
5	\$45,621
6	\$50,903
7	\$55,815
8	\$63,336
9 or more	\$75,053

You must provide proof of current household income with the following for all household members over 18:

- Income tax return
- W-2 forms
- Benefit letter from Social Security
- Pension award statement **-or-**

2. Applicant must be currently enrolled in a qualifying low income program.

A current letter of participation from one of the following programs is required:

- Food stamp benefits
- Ohio Medicaid
- Low Income Energy Assistance
- Home Energy Assistance (HEAP)
- Ohio Works First
- Public housing benefits **-or-**

3. Proof of job loss or reduction in income due to the pandemic:

- Unemployment claim # or other documentation showing loss of income.

**The federal poverty level may be adjusted annually. Call or check our website for current requirements.*

2021 CARES ACT UTILITY BILL ASSISTANCE APPLICATION

Name:

Last First Middle

Address:

Number Street / Road Apartment #

City State Zip Code

Phone:

Email Address: _____

Number of people in household: _____

Account # from Columbus water/sewer/stormwater bill: _____

Account # from Columbus power bill (if applicable): _____

To be eligible for the CARES Act assistance program, applicants must have an active City of Columbus water/sewer/stormwater or power account for their residence in their name (or spouse's name) and must meet *at least one* of the following requirements:

1. You must have a total income of less than 150% of the U.S. Bureau of Census poverty level (see income levels on opposite side). You must provide current proof of household income with the following for all household members over 18 (must be dated and include name):
 - Income Tax Return
 - W-2 Forms
 - Benefit Letter from Social Security
 - Pension Award Statement **or**
2. You must be currently enrolled in a qualifying low income program and provide current letter of participation from one of the following programs (must be dated and include name):
 - Food Stamp Benefits
 - Ohio Medicaid
 - Low Income Energy Assistant (LIHEAP)
 - Home Energy Assistance (HEAP)
 - Ohio Works First
 - Public Housing Benefits
 - Already enrolled in Columbus utility discount program **or**
3. Provide proof of job loss or reduction in income due to the pandemic:
 - Unemployment claim #: _____Or provide other documentation providing loss of income.

Please mail copies only of the above and this application to: (copies will not be returned):

Columbus Department of Public Utilities, Pandemic Assistance Program

910 Dublin Road, Columbus OH 43215

Or email it to: BillAssist@columbus.gov

The information associated with this application has been examined by me, and is, to the best of my knowledge and belief, true, correct and complete.

Applicant's signature: _____

Date: _____

Prepared by signature (if different from applicant): _____