

# Utility Assistance Resources



## CONTACT THE PUCO

The Public Utilities Commission of Ohio

180 E Broad St, Columbus, OH 43215

800.686.PUCO (7826)

7-1-1 (TDD/TTY)

[www.puco.ohio.gov](http://www.puco.ohio.gov) (search “energy assistance programs” and fill out application)

## CONTACT YOUR LOCAL POWER COMPANY

### American Electric Power

[www.aepohio.com](http://www.aepohio.com)

800.277.2177

[www.aepohio.com/account/bills/assistance/](http://www.aepohio.com/account/bills/assistance/)

## Payment Arrangements

There are several options available for customers having trouble paying their electric bill:

- If you are unable to pay your bill, contact your electric company to make payment arrangements before the payment is due.

*The PUCO requires electric companies to offer certain payment plans to residential customers, and each company may offer additional payment options. These payment plans can include the 1/3, 1/6, and 1/9 extended payment plans, Percentage of Income Payment Plan Plus (PIPP Plus), or budget payment plans. Contact your electric company for more information about payment options.*

- Energy assistance programs are also available for qualifying households to help pay utility bills. For more information, call the PUCO at 800.686.PUCO (7826).

## South Central Power

<https://www.southcentralpower.com/my-account/financial-assistance/>

800-282-5064 (press 0 to speak to a representative)

## FOR YOUR COLUMBIA GAS OF OHIO BILL, GO TO:

[www.columbiagasohio.com/payment-billing-options/need-help-paying-your-bill](http://www.columbiagasohio.com/payment-billing-options/need-help-paying-your-bill)

## FOR YOUR CITY OF COLUMBUS WATER & SEWER BILL:

Apply for the low income water and sewer discount program at

[www.columbus.gov/utilities/customers/Utility-Discount-Programs/](http://www.columbus.gov/utilities/customers/Utility-Discount-Programs/)

## FOR FAIRFIELD COUNTY UTILITIES:

[co.fairfield.oh.us/util/Utility-Payment-Methods.html](http://co.fairfield.oh.us/util/Utility-Payment-Methods.html)

## FOR CABLE, INTERNET AND PHONE:

Call and ask them if you can set up a payment plan. They will usually waive late fees if they see that you are trying to make payments.

**FOR RENT, MORTGAGE PAYMENTS, CAR LOANS, STUDENT LOANS, AND MEDICAL BILLS:**

Call each company directly and speak to someone about your situation and ask if you can setup a payment plan. Most companies will work with you if they see your desire to make payments.