


## **Attachment 2**

From U.S. EPA Publication, Appendix B, "Drinking Water and Wastewater Utility Customer Assistance Programs," April 2016 - Ohio utilities' CAPs

# Ohio

<b>Ashland   Ashland Ohio Water Billing Department</b>	
21,249 population served	
Program: <b>Senior Discount</b>	Type: <b>Bill Discount</b>
Households Targeted: <b>Low-Income Seniors</b>	
<b>Program Description</b> Provides a 50% discount of the total bill.	
<b>Eligibility Information</b> <ul style="list-style-type: none"><li>• At least 65 years of age.</li><li>• Total annual income of \$12,000 or less.</li></ul>	
<b>More Information</b> <a href="http://www.ashland-ohio.com/city-utilities/billing">http://www.ashland-ohio.com/city-utilities/billing</a>	

**Canton | City of Canton**

186,357 population served



Program: **Homestead Exemption Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

**Program Description**

Provides a 10% discount on city sewer service and a 50% discount on city sanitation service.

**Eligibility Information**

- At least 65 years of age, or be permanently and totally disabled.
- Total income must not exceed \$30,500.
- Applicant must own and occupy the home as principal place of residence, effective January 1 of the filing year.
- Home must be inside city limits.

**More Information**

<https://cantonohio.gov/wrf/>

**Cleveland | Cleveland Division of Water**

1,262,955 population served



Program: **The Homestead Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

**Program Description**

Provides a lower fixed charge and consumption rate on water bill.

**Eligibility Information**

- At least 65 years of age, or totally and permanently disabled.
- Own and live at the property.
- Income less than \$32,500.

**More Information**

<http://www.clevelandwater.com/customer-service/water-rates/discount-programs>

Program: **The Affordability Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

**Program Description**

Offers a 40% discount on all standard water charges. This includes both the quarterly fixed cost recovery charge and the consumption charge. Customers enrolled in this program are automatically enrolled in Northeast Ohio Regional Sewer District's affordability program (wastewater). Administered by the Cleveland Housing Network.

**Eligibility Information**

- Must own and live at the service address.
- Household income must meet program guidelines starting at \$23,340/year for 1 person per household to \$55,820 for 5 persons per household (\$8,120 for each additional member).
- Contact the Cleveland Housing Network for more information.

**More Information**

<http://www.clevelandwater.com/customer-service/water-rates/discount-programs>

**Cleveland | Northeast Ohio Regional Sewer District**

993,251 population served

Program: **Homestead Rate Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Offers a rate discount of 40% on wastewater charges to the elderly or disabled.

**Eligibility Information**

- At least 65 years of age, or anyone under 65 who is totally disabled.
- Household income must not exceed \$32,000.
- Customers must own the property in which they live.
- Property must be within the Sewer District's service area.

**More Information**<http://www.neorsd.org/save.php>Program: **Wastewater Affordability Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers a rate reduction of 40% on sewer charges. Customers enrolled in this program are automatically enrolled in Cleveland Division of Water's affordability program (drinking water).

**Eligibility Information**

- Household income at or below 200% of the federal poverty guidelines starting at \$23,540/year for 1 person per household to \$56,820/year for 5 persons per household (\$8,320 for each additional member).

**More Information**<http://www.chnnet.com/media/documents/wap-application.pdf>Program: **Sewer Crisis Assistance Program**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Offers credit of 50% of the outstanding sewer balance (up to \$300) to customers once in a 12-month period. Administered by the Cleveland Housing Network.

**Eligibility Information**

- Must have experienced an emergency in the past 6 months such as major medical expenses not covered by any other source (e.g., job loss, separation/divorce, or death of a household member).
- Has not received assistance within the last 12 months.
- Contact the Cleveland Housing Network for more information.

**More Information**<http://www.neorsd.org/save.php>

**Columbus | City of Columbus Department of Public Utilities**

1,051,995 population served

Program: **Senior Citizen Discount Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors****Program Description**

Provides a discount on water service charges for eligible senior citizens.

**Eligibility Information**

- At least 60 years of age.
- Have an active city of Columbus water account in applicant's name (or spouse's).
- Live in a single-family home with one water meter.
- Household income must be less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household.

**More Information**<https://columbus.gov/UtilityDiscounts/>Program: **Low Income Water and Sewer Discount Program, Single-Family Property**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 20% discount on water and sewer consumption charges.

**Eligibility Information**

- Household income must be less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household.
- Applicant must be currently enrolled in one of the following low income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, or public housing benefits.

**More Information**<https://columbus.gov/UtilityDiscounts/>Program: **Low Income Water and Sewer Discount, Multi-Unit/Master Metered Properties**Type: **Bill Discount**Households Targeted: **Low-Income Multi-Unit/Master Metered Property****Program Description**

Offers a 20% discount on water and sewer commodity charges.

**Eligibility Information**

- Property owner or agent bills tenants/renters for water and sewer services (i.e., lease states tenant pays for water/sewer services).
- At least 80% of the units have a household income less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household, or are currently enrolled in one of the following low-income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, Social Security Disability, Subsidized or public housing benefits, or other similar program approved by the Director of Public Utilities.

**More Information**<https://columbus.gov/UtilityDiscounts/>

**Dayton | City of Dayton Department of Water**

141,527 population served



Program: **Payment Plan**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

**Program Description**

Offers the ability to create a **payment plan**.

**Eligibility Information**

- Must contact the utility to determine eligibility.

**More Information**

<http://www.daytonwater.org/index.php?page=payment-information>

**Montgomery County | Montgomery County Water Services**

164,307 population served



Program: **Designated Senior Citizen Program**

Type: **Flexible Terms**

Households Targeted: **Seniors**

**Program Description**

Provides a **customized payment period** to correspond to the date of pension check issuance.

**Eligibility Information**

- Must contact the utility to determine eligibility.

**More Information**

[http://www.mcoho.org/departments/water\\_services/faqs.php](http://www.mcoho.org/departments/water_services/faqs.php)

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

**Program Description**

**Payment arrangements** may be available if have not had a history of returned checks, previously defaulted on arrangements, have not had a discharged bankruptcy, or had water service terminated for nonpayment. Arrangements are finalized in the utility office when an initial payment is made and future payment dates are scheduled. Property owners must approve tenant's payment plan.

**Eligibility Information**

- Must contact the utility to determine eligibility.

**More Information**

[http://www.mcoho.org/departments/water\\_services/faqs.php](http://www.mcoho.org/departments/water_services/faqs.php)

**Toledo | Toledo Department of Public Utilities**

360,000 population served



Program: **Senior Water Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

**Program Description**

Offers a 25% discount regardless of income level. Residents who already receive the 25% discount on the water volume portion of their bills may qualify for an additional 15% discount based on income and household size.

**Eligibility Information**

- At least 65 years of age, or totally disabled, regardless of income.
- Must be the primary single-family, owner-occupied residence.
- To receive an additional discount, must meet U.S. Department of Health and Human Services income guidelines starting at \$11,670/year for 1 person per household to \$40,090/year for 8 persons per household.

**More Information**

<http://toledo.oh.gov/media/169044/senior-water-discount-program-faq.pdf>

Program: **Voluntary Monthly Budget Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

**Program Description**

Offers customer the ability to pay smaller, more frequent payments rather than paying a larger quarterly sum.

**Eligibility Information**

- Must contact the utility to set up plan.

**More Information**

<http://toledo.oh.gov/media/66634/vmbp2.pdf>