



**Butler Rural Electric  
Cooperative, Inc.**

Your Touchstone Energy® Partner 

# Payment assistance

We understand hard times happen. If you need assistance with your home's electric bill, please contact the organizations below.

## **Butler County**

Soldiers Relief Commission: 513-887-3600  
Butler County Department of Job and Family  
Services: 513-887-4000  
Salvation Army: 513-863-1445  
St. Vincent DePaul Society: 513-738-1014  
Job and Family Services of Middletown:  
513-425-8625  
United Way Information Referral: 513-863-0800

## **Hamilton County**

Hamilton County Department of Job and Family  
Services: 513-946-1000  
Salvation Army: 513-762-5600  
Veterans Services Commission: 513-946-3300  
Catholic Charities of Southwest Ohio:  
513-241-7745

## **Montgomery County**

Montgomery County Department of Job and  
Family Services: 937-225-4148  
Veterans Services Office: 937-225-4801

## **Preble County**

Preble County Department of Job and Family  
Services: 937-456-6205  
Veterans Services Office: 937-456-6111  
Community Action of Preble County:  
937-456-2800  
United Way Information Referral: 937-456-7174

# Payment arrangements

We understand some members may be facing unusual financial hardships due to the COVID-19 pandemic, and your cooperative is here to help. While service disconnections and late fees were temporarily suspended during the pandemic, the cooperative continued to read meters and send bills. We encourage members to pay what they can to avoid building a large balance that will be difficult to pay later.

The cooperative can help members with payment arrangements, which can help members who are unable to pay their total past due balance before the day of disconnection.

Payment arrangements are used to help the member get to a \$0 balance at the end of the arrangement period. A good faith payment is required at the time the arrangement is signed and the remaining balance (both past due and current due amounts) are divided into monthly payments. Each monthly payment will be the current bill plus the payment arrangement amount and any other charges or fees.

For more information on payment arrangements, call our office at 513-867-4400 or 800-255-2732 Monday through Friday, 8 a.m. to 5 p.m.

# Applying for the Home Energy Assistance Program (HEAP)

If you've recently lost income because of the COVID-19 pandemic, and you need help paying your electric bill, you might qualify for Ohio's Home Energy Assistance Program. The federal CARES Act allotted additional money for energy-assistance programs like HEAP, and Butler Rural Electric Cooperative can help you with the utility information you need to apply.

## What is HEAP?

HEAP offers a one-time payment to help with energy costs. Households can apply one time per year. In most cases, benefits are applied directly to the energy bill by Butler Rural Electric Cooperative. A special component of HEAP, the Summer Crisis Program provides summer cooling assistance for low-income elderly households and for Ohioans with qualifying medical conditions. The program is available from July 1 through August 31 and applies to electric utilities only. Applicants/households must have a gross annual income of 175 percent of the federal poverty guidelines and meet one of the following: (1) have a member of the household who is at least 60 years old or (2) provide physician documentation of medical necessity.

## Checking for eligibility

Before you apply, check to see if you're eligible based on your income. If you have internet access, you can check your eligibility online at [energyhelp.ohio.gov](http://energyhelp.ohio.gov). Enter your household income for 12 months and the number of people in your home.

If you do not have internet access, you can get a paper worksheet to determine income eligibility and assistance to complete from your local

community action agency, which is our local energy assistance provider. HEAP is administered on the local level by community action agencies that serve one or more counties. Contact information for your local agency is below:

### Butler County

Support for Low-Income Families (SELF)  
1790 S. Erie Highway  
Suite A-C  
Hamilton, Ohio 45011  
513-868-9300

### Preble County

Community Action Partnership  
304 Eaton Lewisburg Road  
Eaton, Ohio 45320  
937-341-5000

### Hamilton County

CHC Community Action Agency  
1740 Langdon Farm Road  
Cincinnati, Ohio 45237  
513-569-1850

### Montgomery County

Community Action Partnership  
719 S. Main Street  
Dayton, Ohio 45402  
937-341-5000

To be eligible, applicants must meet income thresholds and live in a residence. Residents of group homes, community residences (e.g., YMCA), or medical facilities are not eligible for payment assistance.

If you have questions about the programs or the application, please call 800-282-0880. Hearing impaired customers call 711.

## Summer events cancelled due to COVID-19

In accordance with CDC guidelines, the Oxford Relay for Life and the cooperative's annual member appreciation event, Family Day, have been cancelled.