



**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. 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.