

Utility Assistance Resources



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CONTACT THE PUCO The Public Utilities Commission of Ohio

180 E Broad St, Columbus, OH 43215

Phone: 800.686.PUCO (7826) 7-1-1 (TDD/TTY)

www.puco.ohio.gov (search “energy assistance programs” and fill out application)

CONTACT YOUR LOCAL POWER COMPANY

American Electric Power

www.aepohio.com

Phone: 800.277.2177

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

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/

FOR FAIRFIELD COUNTY UTILITIES: 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.