

## Fact Sheet Regarding Moratorium on Disconnects

### Q: What is the moratorium?

A: The moratorium prohibits PUCO regulated utilities from disconnecting service for non-payment of bills to residential households where the household income is at or below 175 percent of the federal poverty guideline.

- The disconnect moratorium is in effect from December 19, 2007 to March 18, 2008.
- Participating customers must sign up for an extended payment plan with the utility and/or enroll in the percentage of income payment plan (PIPP).
- The disconnect moratorium is to be used only by customers who cannot by any other means afford their monthly payment. All other means for staying connected, including the PUCO's winter reconnect order, should be used before using the moratorium.
- Existing disconnection notice procedures required of utilities will continue to apply.

### Q: What is NOT included in the moratorium?

A: **The moratorium is NOT a forgiveness of the utility bill** and the customer is ultimately responsible for payment of the entire amount owed to their natural gas or electric company.

Customers are strongly encouraged to continue to pay their natural gas or electric bill each month when the bill is due or make the monthly payments on any alternative payment plan they have entered into with the utility company.

- The moratorium does **NOT** apply to customers who are currently disconnected. Those customers can utilize the winter reconnect order to reestablish service.
- The moratorium does **NOT** apply in situations where theft of service by a customer occurs or if leaking gas service lines create safety issues.

### Q: Who is eligible for the moratorium?

A: All households at or below 175% of poverty are eligible for the moratorium. Federal poverty guidelines for 175% of poverty for 2007-2008 are as follows:

Size of Household	Yearly Income Limit	Three Month Income Limit
1	up to \$17,867.50	\$4,466.88
2	\$23,957.50	\$5,989.38
3	\$30,047.50	\$7,511.88
4	\$36,137.50	\$9,034.38
5	\$42,227.50	\$10,553.88
6	\$48,317.50	\$12,079.38
7	\$54,407.50	\$13,601.88
8	\$60,497.50	\$15,124.38

For households with more than eight people, add \$6,090 per person for 12 months or \$1,522.50 for three months.

1. To qualify, households must enroll in the Percentage of Income Payment Plan (PIPP) or an alternative payment plan. (PIPP eligibility remains at 150% of poverty).
2. Winter Crisis Program (WCP) assistance is also available to households at or below 175% of poverty. Households can receive up to \$175.00 assistance through the WCP if they have a disconnect notice or past due utility bill. Those households should be referred to their local Community Action Agency to apply for WCP.
3. Households determined to be eligible for WCP and whose eligibility determination is electronically transferred through the Ohio Department of Development's nightly process to regulated utility companies are eligible for the moratorium and should not be disconnected.
4. Households who otherwise meet the criteria for the moratorium but are not transferred to the regulated company (*i.e.* choose not apply for WCP, have already applied for assistance with a bulk fuel or non-regulated utility, etc.) should contact their utility companies directly to avoid disconnection.
5. Questions regarding energy assistance should be referred to the HEAP call-center at 1-800-282-0880. Questions regarding the Moratorium should be referred to the PUCO call center at 1-800-686-7826.

**Q: How does the Moratorium affect Emergency HEAP (E-HEAP)?**

A: There should be no effect on the Emergency HEAP Winter Crisis Program. Households with incomes at or below 175% of poverty with a disconnect notice or past due bill from a regulated utility company should still qualify.

**Q: How can households enroll in PIPP and HEAP?**

A: Households can apply for PIPP and HEAP through an application mailed to the Ohio Department of Development or through a face to face interview at their local Community Action Agency.

## **Q: What are the PUCO regulated utilities and where are they located?**

### **Natural Gas Local Distribution Companies**

#### **Arlington Natural Gas Company**

108 South Main Street  
P.O. Box 277  
Van Buren, OH 45889

#### **Brainard Gas Corp.**

Suite 100  
8500 Station Street  
Mentor, OH 44060

#### **Columbia Gas of Ohio, Inc.**

200 Civic Center Drive  
Columbus, OH 43215

#### **Constitution Gas Transport Co., Inc.**

1005 E. 3900 South  
Salt Lake City, UT 84124

#### **Duke Energy Ohio**

139 East Fourth Street  
Cincinnati, OH 45202

#### **East Ohio Gas Company, The**

1201 Pitt Street  
Pittsburgh, PA 15221-2029

#### **Eastern Natural Gas Company**

9320 Black Run Road  
Nashport, OH 43830

#### **Foraker Gas Company, Inc.**

420 S. State Street  
New Lexington, OH 43764

#### **Gasco Distribution Systems, Inc.**

4445 E. Pike  
Zanesville, OH 43701

#### **KNG Energy, Inc.**

1700 Westfield Drive  
Findlay, OH 45840

#### **Northeast Ohio Natural Gas Corporation**

5640 Lancaster Newark Rd NE  
Pleasantville, OH 43148-9705

#### **Northern Industrial Energy Development, Inc.**

5900 Mayfair Road, NW  
N. Canton, OH 44720

#### **Ohio Cumberland Gas Company**

20718 Danville-Amity Road  
Mount Vernon, OH 43050

#### **Ohio Gas Company**

200 W. High St.  
P.O. Box 528  
Bryan, OH 43506

#### **Ohio Valley Gas Corporation**

P.O. Box 469  
Winchester, IN 47394-0469

#### **Orwell Natural Gas Company**

8500 Station Street  
Suite 100  
Mentor, OH 44060

#### **Oxford Natural Gas Company**

5181 College Corner Pike  
Oxford, OH 45056

#### **Piedmont Gas Company**

159 Stonecreek Road, N.W.  
New Philadelphia, OH 44663

#### **Pike Natural Gas Company**

P.O. Box 377  
Frazeytsburg, OH 43822

#### **Sheldon Gas Company**

12925 Twp. Rd. 50  
Dunkirk, OH 45836

#### **Southeastern Natural Gas Co. of Ohio**

9320 Black Run Road  
Nashport, OH 43830

#### **Suburban Natural Gas Company**

2626 Lewis Center Road  
Lewis Center, OH 43035-9206

#### **Swickard Gas Company**

209 State Street  
P.O. Box 387  
Bettsville, OH 44815

#### **Vectren Energy Delivery of Ohio, Inc.- services Southwest Ohio**

One Vectren Square  
Evansville, IN 47708

#### **Verona Natural Gas Company**

5181 College Corner Pike  
Oxford, OH 45056

#### **Waterville Gas & Oil Company**

11 North River Road  
Waterville, OH 43566

## **Electric Distribution Utility Companies**

### **Cleveland Electric Illuminating Company**

76 South Main Street  
Akron, OH 44308

### **Columbus Southern Power Company**

88 E. Broad Street  
Suite 800  
Columbus, OH 43215-3550

### **Dayton Power and Light Co.**

1065 Woodman Drive  
Dayton, OH 45432

### **Duke Energy Ohio**

139 East Fourth Street  
Cincinnati, OH 45202

### **Ohio Edison Company**

76 South Main Street  
Akron, OH 44308

### **Ohio Power Company**

88 E. Broad Street  
Suite 800  
Columbus, OH 43215-3550

### **Toledo Edison Company, The**

76 S. Main Street  
Akron, OH 44308