



Are You Struggling to Catch Up on Your Electric Bill?

We're here and we want to help.

We understand that you may be facing financial hardship due to the impact of COVID-19. Our customer service team is ready to assist you in finding a payment solution. Take the first step and reach out to us today, so we can help you get back on track with your electric bill. Below you'll find a collection of information on payment assistance from both AEP Ohio and other community partners to help guide you to a solution for your unique situation.

AEP Ohio Payment Plan

- Pay a past due balance evenly over a specified time period, while continuing to pay new charges
- Initial partial payment will be required when the plan is established

State of Ohio's PIPP (Percentage of Income Payment Plan)

- Eligible households have a gross annual income at or below 150% of the federal poverty guidelines (\$39,300 for a family of 4)
- All electric homes: The monthly payment is 10% of the household income
- Non-electric heated homes: There is a monthly payment of 6% of the household income for the natural gas bill and 6% of the household income for the electric bill
- Balance of the bill is subsidized by the state of Ohio
- Minimum monthly payment of \$10.00
- Paying on-time and in-full each month reduces the outstanding balance
- 24 on-time and in-full payments eliminates the outstanding balance

Winter Reconnect Order (WRO)

- Any residential customer is eligible, regardless of income
- Allows customers who are disconnected or are facing disconnection to pay a maximum amount of \$175 to have their service restored or maintained for a minimum of 30 days
- Applicants must enroll in an extended payment plan, which can include PIPP Plus
- Available now through April 15, 2021

Low-Income Home Energy Assistance Program (LiHEAP)/ Winter Crisis Program

- Households at or below 175% of the federal poverty guidelines are eligible
- Grant of up to \$175, can be used to fund Winter Reconnect Order

For more information on the payment assistance programs listed above:

- Go online at [AEPOhio.com/Assistance](https://www.aepohio.com/Assistance)
- Call our 24/7 Customer Solutions Center at 1-800-672-2231.
- Reach out through direct messaging on our [Facebook](#) and [Twitter](#) feeds.

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Payment Assistance at a Glance

COVID-19 Expanded AEP Ohio Neighbor to Neighbor Bill Pay Assistance

- Household income must be more than 250% but less than 300% of the federal poverty guidelines (\$78,600 for a family of 4) and
- Applicants must show proof of coronavirus hardship or be a medical professional who meets the income threshold and
- Applicants must have made payments to AEP Ohio totaling at least \$75 in the three months prior to applying for a grant and still owe a minimum of \$50 on their AEP Ohio bill
- Grant of up to \$120 that prevents the disconnection of, or restores electric service
- Qualifying AEP Ohio customers may apply through December 31, 2020, while funds are available
- ONLY online applications are accepted for this COVID-19 Expanded Grant

AEP Ohio Neighbor to Neighbor Bill Pay Assistance

- Household income must be at or below 250% of the federal poverty guidelines (\$65,500 for a family of 4) and
- Applicants must have made payments to AEP Ohio totaling at least \$75 in the three months prior to applying for a grant and owe a minimum of \$50 on their AEP Ohio bill
- Applicants may apply for a hardship grant once per program year (October 1 through September 30, during either the Heating or Cooling Season)
- Grant of up to \$350 applies directly to an AEP Ohio account that prevents the disconnection of, or restores, electric service
- Applications are accepted beginning Monday, October 19, 2020 through April 30, 2021 for Heating assistance or July 1, 2021 through September 30, 2021 for Cooling assistance through a partnering agency

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