



## Program Title: The City CARES Emergency Utility Assistance Program

Program Partner:

### Catholic Social Services of Columbus

197 Gay Street  
Columbus, Ohio 43215  
(614) 221-5891 or (614) 857-1251

### Our Lady of Guadalupe Center

409 Industry Drive  
Columbus, OH 43204  
(614) 340-7061

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### Program Summary:

This program is designed to provide emergency utility bill assistance for residents facing hardship due to COVID-19. The program is funded through the City of Columbus CARES dollars. This program is intended to serve the city of Columbus and Franklin county residents who meet the eligibility criteria below.

Emergency assistance grants for utilities go toward expenses associated with COVID-19 related hardships to help stem its ripple effects. Requests can include more than one utility. The grants will be paid directly to the utility company; not to the applicant.

### Program Eligibility Requirements:

1. Household income must be at or below 200% of the federal poverty level based on household income for the past 30 days (monthly income for 1-person household: \$2127.00 per month, 4-person household \$4367.00)
2. Be a customer of a regulated utility company (electric, gas, water, sewer, heating, oil, etc.)
3. Be willing to disclose and provide proof of the COVID-19 related emergency or event causing utility payments to fall behind. (In most cases, emergencies occurring after March 1, 2020 or later would qualify.)
4. Be willing and able to provide necessary documentation of financial need from utility company.

### Program Applicants do NOT need:

1. To be enrolled in PIPP to be eligible for this program.
2. A disconnect notice to be eligible for this program.

### Documentation required:

- Must have picture I.D. (primary applicant)
- Must have copies of current electric, gas, water, sewer, and/or heating oil bill(s) regardless of status.
- If the utility account is in another person's name applicant must be able to prove residency at the address on the utility bill (acceptable proof may include: another bill or official correspondence showing applicants name at the same address as on the utility bill).
- Proof of COVID-19 related emergency (for example, one of the following: a prescription or doctor's statement for any household member diagnosed with COVID-19 which is SIGNED and DATED by the physician or nurse practitioner and which was issued within the past six months prior to emergency utility assistance application date, furlough letter, inability to work due to closed childcare, documented COVID-19 related medical expenses, reduction in work hours, employer requirement to self-quarantine without pay, etc.).
- 30 days proof of income for all household members 18 years and older.
- Verification of payment of reconnection fee, if required.
- Proof of residual balance from previous utility account. (for example, moving, or changing account names).