

## Utility Updates Covid 19

### **Missed utility payments during Covid?**

**Your utilities could now be shut off.**

**Here is what should happen before they are disconnected:**

#### **Water Service:**

The stay to prevent water shut-offs ended July 10<sup>th</sup>

You should receive a notice before any shut-off

The notice should explain how you can request a hearing to prevent the shut-off

Ask if they will give you a repayment plan to prevent the shut off

#### **Electric and Gas Service:**

Companies can now ask PUCO to start shutting off service

PUCO will require them to give notices and in some cases offer payment plans

To see what your utility company is doing - <https://puco.ohio.gov/wps/portal/gov/puco/utilities/gas/resources/utility-restart>

If your electric or gas provider is not on that list, they are not regulated by PUCO

But they still must give a notice before shut-off

You should still ask about a repayment plan

## What are my options to keep service on if I am behind on payments?

For regulated utilities –

They must offer a payment plan

Plans can be set up for 6 or 9 months to repay

You will have to make your regular payment plus the arrears payment to keep service on

For unregulated utilities –

Ask for a payment plan

Your provider does not have to offer this, but many are because of Covid

Summer Crisis Program – available thru September 30, 2020

This can help with \$ for arrears for both regulated and unregulated companies (electric & gas)

Start an application here - <https://development.force.com/eap/s/login/?ec=302&startURL=%2Feap%2Fs%2F>

Find out what agency to contact to complete your Summer Crisis application here - [https://development.ohio.gov/is/is\\_heapsummer\\_prov.htm](https://development.ohio.gov/is/is_heapsummer_prov.htm)

For legal help for these issues, please contact your local Legal Aid.

**SEOLS:** 1-833-288-2936

**FRANKLIN & MADISON:** (614) 241-2001 or Toll Free 1-888-246-44420

**DELAWARE, MARION, MORROW, & UNION:** 740-383-2161 or Toll Free 1-888-201-2411

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