



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Utility questions, concerns or complaints?

CALL TOLL FREE:

1-877-PICKOCC

(1-877-742-5622)

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WHAT YOU NEED TO KNOW ABOUT THE HOME WEATHERIZATION ASSISTANCE PROGRAM



More and more Ohioans are finding it difficult to pay the increasing costs of their electric and natural gas bills. One reason may be that the home has not been properly insulated. Unless a home has proper insulation or other systems in place to properly control temperatures, energy use may be higher and result in more expensive monthly bills. The Office of the Ohio Consumers' Counsel (OCC), your residential utility consumer advocate, offers the following information about the state Home Weatherization Assistance Program (HWAP) for consumers who are income-eligible.

What is HWAP?

The Home Weatherization Assistance Program is a federally-funded energy efficiency program available to low-income residential consumers. The program, administered by the Ohio Department of Development (ODOD), helps lower energy bills by properly weatherizing homes so valuable heated or cooled air stays inside. Some of the free services included in the program are:

- ▶ Attic, wall and basement insulation;
- ▶ Heating system repairs or replacements;
- ▶ Reduction of air leakage from major sources, such as a chimney or wall;

- ▶ Personalized energy management plan; and
- ▶ Health and safety testing and inspections.

Those accepted into the HWAP program will receive a home inspection to determine which weatherization services will be most cost effective.

Who is eligible?

Consumers are eligible for the program if they are at or below 200 percent of the federal poverty level (see chart). They also can apply for HWAP if they participate in or qualify for any of the following:

- ▶ Home Energy Assistance Program (HEAP);
- ▶ Percentage of Income Payment Plan (PIPP);
- ▶ Supplemental Security Income; or
- ▶ Temporary Aid to Needy Families.

To apply for HWAP, consumers must complete the Energy Assistance Programs Application (the same form to apply for HEAP and PIPP) and check the box for the weatherization program. Applications can be obtained by contacting the ODOD or the OCC.

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The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals.

To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC website at www.pickocc.org.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

Who can help?

For more information on these and any other utility assistance programs, contact the OCC toll free at 1-877-PICKOCC (1-877-742-5622) or visit www.pickocc.org. Consumers also may call the Ohio Department of Development toll free at 1-800-282-0880, or visit its website at www.odod.state.oh.us. Information about local assistance programs also may be available by contacting a local community action agency.

**2009 - 2010 HWAP
Income Guidelines**

A household whose total income is less than the following income guidelines may qualify for HWAP assistance.

Size of household	Total household income	
	for 3 months	for 12 months
1	\$5,415	\$21,660
2	\$7,285	\$29,140
3	\$9,155	\$36,620
4	\$11,025	\$44,100
5	\$12,895	\$51,580
6	\$14,765	\$59,060

** For households with more than six members, add \$1,870 per person for 3 months and \$7,480 per person for 12 months.*