



Utility Assistance for Military Families

Being called for military duty can cause a financial hardship on the families of military personnel. Some Ohio utilities have plans that can assist families who lose an income because a member of their household is away on active duty. While most utility companies will work with consumers in this situation to make payment arrangements on a case-by-case basis, some utility companies have established special programs to assist military personnel.

Electric

American Electric Power (AEP) will assist military families who show financial hardships because of a family member on active duty. AEP will extend payment arrangements up to six months for customers or household members who are on active duty.

Dayton Power and Light (DP&L) will not disconnect residential utility service for nonpayment for any military reservist or member of the National Guard deployed on active duty. The customer must provide a copy of his/her deployment orders. DP&L will make arrangements to allow the customer a period of time equal to his/her deployment to pay any arrearages that may have accumulated.

Duke Energy will make arrangements with customers who are military reservists or a member of the National Guard deployed on active duty. Electric or natural gas service will not be disconnected for nonpayment. The customer will be offered a period of time equal to his/her deployment to pay back any arrearages that may have accumulated.

Additional time to pay back arrearages may be requested if the amount presents a hardship. Duke Energy cannot charge any late payments fees or interest to a qualifying customer during the time of deployment or repayment period.

FirstEnergy gives special consideration for military families by establishing payment arrangements for a soldier who is on active duty the arrangements

can range from no payments to partial payments depending on the situation. FirstEnergy also will block the account from being disconnected for non-payment.

In addition, FirstEnergy offers a Community Connections Program for its customers who have a member of the household on active duty. This program provides the following free services:

- Roof repairs or replacements,
- Electrical upgrades,
- Replacement of inefficient refrigerators, freezers and electric cook stoves, and
- Installation of compact fluorescent light bulbs

To be eligible, the households must be FirstEnergy customers and one of the following:

- An active duty serviceperson or spouse,
- Guardians of the children of an active duty serviceman or woman, or
- A dependent family member of an active duty serviceman or woman

FirstEnergy customers can call 1-866-326-3237 toll free for more information.

Natural Gas/Electric

Columbia Gas of Ohio will tag the accounts of active military personnel with a 12-month collection delay. Upon return from active duty, the customer will be set up on a 12-month payment plan.

Dominion East Ohio (DEO) has a Military Deployment Plan for customers which includes a payment plan option. Customers with financial hardship due to pending or military deployment can have credit action suspended. A copy of deployment papers will need to be sent to DEO. Notices will continue to be sent to the customer, but no collection action will be taken. Late payments will not be assessed and deposits will not be requested.

A payment agreement will be established and the account will be monitored until the end of the customer's deployment period.

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Duke Energy has a Military Deferred Payment Program available for soldiers (or their dependents) on a case-by-case basis. To be eligible, a proof of deployment is required. The assistance provided by the program is limited to the household where military personnel reside. Benefits of the program may include, suspension of payment requirements for 60 days, waiving late charges and/or security deposits, the establishment a flexible payment program for no more than 12 months and/or the postponement of disconnection.

Vectren Energy Delivery of Ohio will protect the accounts of customers or household member of active duty military personnel from being disconnected for nonpayment. Once Vectren learns a customer has been deployed, it will not assess any late payment fees.

Documentation of active military duty is required. When the deployment ends, Vectren will make payment arrangements that can be extended up to a maximum of two times the length of the deployment period or the deployment period plus one year, whichever is less.

Telephone

Windstream will waive one-time charges, such as reconnection and disconnection fees, for military personnel who disconnect and/or reconnect their service due to military deployment.

Other Resources

If your utility companies are not listed here, the OCC recommends checking with them to see if they are willing to waive fees or make payment arrangements.

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

For additional information from the Office of the Ohio Consumers' Counsel:

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