



Financial Assistance Available for Duke Energy Customers in Ohio and Kentucky

If you or someone you know is having trouble paying utility expenses, there are many programs available to help.

Assistance Agency Funds

Assistance agencies may be able to help make payments to cover some or all of your past-due utility bill balance. To learn about agencies that serve your area, please dial **211**, visit 211.org or text your ZIP code to **898211**.

Assistance Programs

Low-Income Home Energy Assistance Program (LIHEAP/HEAP)

This income-based assistance program allows those earning below certain income thresholds to qualify for energy bill assistance. Learn how to qualify and apply:

Ohio Dept. of Development: 800.282.0880
development.ohio.gov/individual/energy-assistance/1-home-energy-assistance-program

Kentucky Cabinet for Health and Family Services:
800.456.3452
chfs.ky.gov/agencies/dCBS/dfs/pdb/Pages/liheap.aspx

Share the Light Fund®

Share the Light Fund brings together customers and communities to help individuals and families struggling to pay their energy bills. Duke Energy works with agencies to distribute funds to qualifying customers in order to pay energy bills, deposits and reconnection/connection charges. Learn more at duke-energy.com/ShareTheLight.

Duke Energy Weatherization Program

Duke Energy has joined People Working Cooperatively (PWC) to provide free weatherization such as duct sealing and insulation to lower energy bills. Call PWC to see if you qualify:

Ohio: 513.351.7921
Kentucky: 859.331.1991

Other Assistance

Budget Billing

For those who like to know what to expect each month, Duke Energy's Budget Billing program allows you to pay one predictable monthly amount to help provide better control over your budget. To learn more or sign up online, visit duke-energy.com/BudgetBilling.

Pick Your Due Date

With Duke Energy's Pick Your Due Date option, you can choose the date you want your energy bill to be due each month. Learn more about Pick Your Due Date at duke-energy.com/PickYourDate.

Installment Plans

Installment plans provide flexibility to pay back a past-due balance over time. Request a few extra days or restructure your past-due balance into a monthly payment plan. To learn more, visit duke-energy.com/MoreTime or call customer service at **800.544.6900**.

Due Date Extension

If you know you will miss your due date, this payment option allows you to extend your payment due date by up to 10 business days to avoid late fees. Learn more at duke-energy.com/ExtendDueDate.

Usage Alerts

By having a smart meter and an email address on file, you'll automatically be enrolled to receive a notification showing how much electricity you're using and how much it may cost, in time to adjust before the end of your billing cycle. Learn more at duke-energy.com/UsageAlerts.



BUILDING A SMARTER ENERGY FUTURE®

Percentage of Income Payment Plan Plus (PIPP Plus)

PIPP Plus is an income-eligible program that allows qualifying customers to pay a percentage of their income toward their energy bills, regardless of monthly usage. Information is available by visiting <https://www.duke-energy.com/home/billing/special-assistance/percentage-of-income> or by calling the Ohio Department of Development at **800.282.0880**.

American Rescue Plan (ARP)

ARP is an income-based assistance program that allows those earning below certain income thresholds to qualify for federal energy bill assistance up to \$1,035 per utility account. Duke Energy customers in Ohio can contact the Ohio Department of Development at **800.282.0880** for more information.

Summer Crisis Programs

The Home Energy Assistance Summer Crisis Program (SCP) provides summer cooling assistance for low-income, elderly households and for Ohio residents with qualifying medical conditions. SCP applies to electric utilities only. Customers must be at or below 175% of the federal poverty guidelines, or have a member of the household who is at least 60 years old or has an illness that would benefit from assistance, verified by physician documentation.

The program runs July 1 through Sept. 30. To learn more, visit <https://development.ohio.gov/individual/energy-assistance/3-summer-crisis-program>.

Winter Crisis Program

The Winter Crisis Program helps income-eligible Ohioans who have pending utility disconnections, current disconnections or less than a 25% supply of bulk fuel in their tanks to maintain their utility service. The program is available Nov. 1 to May 1. More information is available at https://development.ohio.gov/is/is_heapwinter.htm or by calling the Ohio Department of Development at **800.282.0880**.

Patriot Plan

The Patriot Plan allows Ohio military reservists and National Guardsmen deployed on active duty to avoid utility disconnections for nonpayment. Visit <https://puco.ohio.gov/wps/portal/gov/puco/utilities/electricity/resources/patriot-plan> for more information or contact the Public Utilities Commission of Ohio at **800.686.7826**.

Ohio Fuel Fund

Ohio Fuel Fund is administered by community action agencies and provides assistance to eligible low- to moderate- income customers who have made a good faith payment of any amount on their electric/natural gas bill within the past 90 days. Customers must be at or below 200% of federal poverty guidelines, have a past-due electric/natural gas bill and must apply for the HEAP or HEAP Crisis Program, if available.

Medical Certification

Medical Certification allows a customer who falls behind on bill payments due to family health problems to temporarily avoid disconnection of natural gas and/or electric service. This certification is designed for those times when disconnection of service would be especially dangerous to the health of a permanent household resident.

Certification will prevent disconnection of service for 30 days or restore services if the certificate is provided within 21 days of the disconnection of service. Each household may be eligible for three medical certifications in a 12-month period. Customers who use the Medical Certification will be required to enter into an extended payment plan. Customers may call **800.544.6900** for more information.

Hamilton County Senior Utility Assistance and Home Repair Program

This program is aimed at expanding help to those income-eligible seniors who are ineligible for other utility and home modification programs. The program is for Hamilton County residents age 60 and older whose income is up to 300% of the poverty level. The Utility Assistance portion of the program provides a one-time credit of up to \$500 toward water or gas/ electric bills. The Home Repair portion of the program covers home modification and repairs such as ramps, railings, bathroom grab bars, HVAC repair or other maintenance to help older adults continue to remain living at home. Eligible older adults can apply for assistance by visiting help4Seniors.org or by calling **513.743.9000**.

513 Relief

Hamilton County commissioners launched the COVID-19 Economic Recovery and Relief Task Force in January 2021 to meet the critical needs of Hamilton County families and businesses affected by COVID-19. Find housing and utility relief, employment assistance, small business assistance and more by visiting <https://513relief.org/>.

Find more information to help you manage bills at duke-energy.com/LowerBills.

Community Resources

Council on Aging

If you're 60 or older and have problems paying heating bills this winter, contact the Council on Aging at [513.721.1025](tel:513.721.1025).

Community Action Agencies

Emergency funds may be available for utility bills through Community Action Agencies. Find out more by calling the agency in your area.

Adams County: [937.378.6041](tel:937.378.6041)

Brown County: [937.378.6041](tel:937.378.6041)

Butler County: [513.868.9300](tel:513.868.9300)

Clermont County: [513.732.2277](tel:513.732.2277)

City of Franklin: [937.746.7791](tel:937.746.7791)

Clinton County: [937.382.8365](tel:937.382.8365)

Hamilton County: [513.569.1850](tel:513.569.1850)

Highland County: [937.393.3458](tel:937.393.3458)

Warren County: [513.970.6737](tel:513.970.6737)

Kentucky Programs

Home Energy Assistance (HEA)

Home Energy Assistance is a program in partnership with Community Action Kentucky, Northern Kentucky Community Action Commission and Duke Energy. Eligible customers may receive up to \$693 in bill assistance January through April. The program includes a subsidy component and a crisis component for households with incomes up to 200% of poverty guidelines.

Crisis Assistance: Active Duke Energy customers who have a past-due balance and/or are in danger of disconnection can apply for immediate crisis assistance up to \$400. The customer may also apply for enrollment for subsidy assistance.

Subsidy Assistance: This program offers active Duke Energy electric or natural gas and electric customers an affordable electric and natural gas bill payment by providing a \$99 subsidy credit to their Duke Energy account for the peak heating (January-April) and cooling (July-September) seasons. The Subsidy program offers natural gas-only customers an affordable natural gas bill payment by providing a \$173.25 subsidy credit for the peak heating months.

Duke Energy customers may locate a neighborhood center for assistance by visiting www.nkcac.org/neighborhood-centers/ or call to schedule an enrollment appointment at [859.439.4004](tel:859.439.4004).

Certificate of Financial Need

Eligible customers may qualify for two winter certificate-of-financial-need programs from Nov. 1 through March 31. For more information, visit <https://www.capky.org/> or contact your local Community Action Agency.

Payment Plus

The Payment Plus program is an energy efficiency program in partnership with the Northern Kentucky Community Action Commission and Duke Energy. It offers incentives to income-eligible customers to attend budget counseling and energy efficiency education. Customers who complete the program can receive up to \$500 in incentives toward their energy bill arrearage.

Maintenance Services

Maintenance Services is another program for Duke Energy customers in Kentucky in collaboration with NKCAC. This program assists elderly and/or disabled homeowners to maintain their heating and air conditioning equipment.

Community Resources

Community Action Agencies

Emergency funds may be available for utility bills through Northern Kentucky Community Action Commissions. Find out more by calling the agency in your area.

Boone County: [859.586.9250](tel:859.586.9250)

Campbell County: [859.431.4177](tel:859.431.4177)

Gallatin County: [859.567.4660](tel:859.567.4660)

Grant County: [859.824.4768](tel:859.824.4768)

Kenton County: [859.655.2959](tel:859.655.2959)

Pendleton County: [859.654.4054](tel:859.654.4054)

The following agencies may also be able to provide assistance.

Brighton Center: [859.491.8303](tel:859.491.8303)

The Salvation Army: [859.261.0835](tel:859.261.0835)

Boone County: [859.586.9250](tel:859.586.9250)

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