



# Financial Assistance Available for Ohio & Kentucky Natural Gas and Electric Customers

Many new and existing assistance programs are available to help those experiencing economic hardship pay for utility expenses.

## ASSISTANCE AGENCY FUNDS

Assistance agencies in the area may be able to help make payments to cover some or all past-due utility bill balances. To learn about agencies serving the area, call **211** or visit **211.org**. This free United Way service helps connect customers to local community agencies supplying aid for a wide range of needs, including help with energy bills. These agencies often administer both state and federal funds or know of state agencies that are overseeing related state-approved funds.

## 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 federal energy bill assistance. Qualifying income thresholds are based on factors that include household income and the number of people living in a household. Duke Energy customers can use the following resources to learn how to qualify and apply for funding.

**Ohio Dept. of Development:** Call **800.282.0880**

or visit <https://development.ohio.gov/individual/energy-assistance/1-home-energy-assistance-program>

**Kentucky Cabinet for Health and Family Services:** Call **800.456.3452**

or visit [chfs.ky.gov/agencies/dCBS/dfs/pdb/Pages/liheap.aspx](https://chfs.ky.gov/agencies/dCBS/dfs/pdb/Pages/liheap.aspx)

### Emergency Rental Assistance Program

Emergency Rental Assistance (ERA) Program funds are available to help eligible households pay rent or utility bills dating back to March 13, 2020. Eligible households may receive up to 18 months of assistance provided past-due bills have been verified. Households should apply for emergency rental or utility assistance funds if one or more individuals living in the household:

- Qualified for unemployment benefits, experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during the pandemic
- Can demonstrate a risk of homelessness or housing instability
- Has a household income below 80% of the area median (average) income

More information is available at <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/emergency-rental-assistance-program> or by contacting your local community action agency in Ohio or the Northern Kentucky Community Action Commission at **859.581.6607**.

### Homeowner Assistance Fund

The Homeowner Assistance Fund (HAF) is a federal program established for homeowners experiencing a financial hardship after January 21, 2020, as a result of COVID-19. The HAF will provide funds to prevent homeowner mortgage delinquencies, defaults and foreclosures and loss of utility service. Homeowners with an income equal to or less than 150% of the area median (average) income may be eligible. To learn more about HAF, visit <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/homeowner-assistance-fund>.

### Share the Light Fund

Duke Energy's Share the Light Fund brings together customers and communities to help individuals and families struggling to pay their energy bills. Customers can apply for up to \$400 in assistance in Ohio and \$300 in Kentucky throughout the program year. More information is available at [duke-energy.com/MakeADifference](https://duke-energy.com/MakeADifference) or by calling:

**Ohio:** The Salvation Army, **513.762.5636**

**Kentucky:** Northern Kentucky Community Action Commission, **859.581.6607**

### Duke Energy Weatherization Program

Duke Energy has joined forces with People Working Cooperatively (PWC), a local nonprofit, to provide free weatherization for customers who qualify. Weatherization consists of duct sealing, attic insulation and other sealing measures that can help make a home more efficient and, ultimately, help lower energy bills. Call PWC to apply:

**Ohio:** **513.351.7921**

**Kentucky:** **859.331.1991**



## OHIO PROGRAMS

### 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>.

### 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 \$1 million pilot 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](http://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 summer bills at [duke-energy.com/SummerBills](https://duke-energy.com/SummerBills).



## 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/](http://www.nkcac.org/neighborhood-centers/) or call to schedule an enrollment appointment at **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.

**Find more information to help you manage summer bills at [duke-energy.com/SummerBills](http://duke-energy.com/SummerBills).**

Find helpful energy efficiency tips on our [Facebook](#) page and [Twitter](#) feed.



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