

PIPP Plus

The Percentage of Income Payment Plan (PIPP) Plus is an extended payment plan that allows regulated electric and gas companies to accept payments based on a percentage of a customer's household income. Eligible customers have a household income at or below 150% of U.S. Federal Poverty Guidelines.

Customers can enroll in the PIPP Plus program through CAA (Community Action Agency). Customers enrolled in this program must pay a percentage of their household income (PIPP Plus installment) each month. Customers who heat their homes with electricity will be required to pay 10% of their gross monthly income or \$10, whichever is greater. Customers who do not heat their homes with electricity will be required to pay 6% of their gross monthly household income each month or \$10, whichever is greater.

Home Energy Assistance Program (HEAP)

This program is administered by the Ohio Development Services Agency's Office of Community Assistance. It is designed to help eligible low-income Ohioans meet the high cost of home heating. Applicants for HEAP must be at or below 175% of the federal poverty guidelines.

HEAP Crisis Programs

Winter and Summer Crisis is administered by local Community Action Agencies (CAA). For further information, contact your local CAA office.

Winter Crisis - provides one-time funds to eligible Ohioans with a household income at or below the 175% of the federal poverty guidelines who are facing disconnection or have been disconnected from their utility during the winter months. The program runs from November 1st through March 31st.

Summer Crisis - provides summer cooling assistance for low-income, elderly households and for Ohio residents with qualifying medical conditions. The Program applies to electric utilities only. Customers must be at or below 175% of the federal poverty guidelines, 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 from July 1st through August 31st.

2020-Summer Crisis extended through September 30

EXTENDED PAYMENT PLANS

When financial emergencies arise, Duke Energy will work with residential customers to arrange a flexible payment plan that meets their needs.

PAYMENT OPTIONS

Budget Billing:

Depending on the season, an energy bill can vary widely from month to month. Budget Billing eliminates those fluctuations by averaging the annual energy usage and providing a fixed monthly payment amount. Two plans are available:

- **Quarterly Plan** – billed in equal amounts, but usage is reviewed at the end of every third month. Variances are adjusted quarterly.
- **Annual Plan** – billed in equal amounts for 11 months. On month 12 the account is reviewed and a new fixed monthly bill is generated.

Separation of Service:

An extended payment plan to retain either the gas or electric service as chosen by the customer.

Security Deposit Agreements:

Customers are eligible for a 3 month agreement on their Security Deposit.



Ohio Fuel Funds

The 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/gas bill within the past 90 days. Customers must be at or below 200% of federal poverty guidelines, have a past due electric/gas bill and must apply for the HEAP or HEAP Crisis Program, if available.

For further information, contact your local CAA office.

HeatShare

HeatShare is Duke Energy sponsored program designed to assist those in need with heating bills during the winter season. HeatShare is administered by The Salvation Army. Eligibility is based upon need and doesn't necessarily follow government assistance guidelines. Customers must be subject to disconnection of service in order to qualify for a one-time annual assistance of up to \$300.

To Apply for Assistance:

Contact the HeatShare hotline at **513-762-5636** beginning in January for an appointment with a case worker. Customers will be screened to make sure they meet the guidelines.



Medical Certification

If a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician certifies that an interruption of service would be dangerous to the health of a household member; a customer may be able to temporarily avoid disconnection.

- Used to extend a disconnection for 30 days, must be in disconnect status.
- May be used to restore service within 21 days of disconnection.
- Customers may receive a maximum of 3 Medical Certificates every 12 months
- Customers who use a Medical Certificate will be required to enter into an extended payment agreement

To apply contact Duke Energy.

Energy Assistance for Military Personnel

The Patriot Plan is a program providing protections and benefits to military personnel and their families, for customers who are military reservist or National Guardsman on extended absence due to military obligations. By providing proof of deployment, extended payment options are available equaling the length of deployment. For more information contact Duke Energy.

Energy Conservation Programs

People Working Cooperatively (PWC), provides whole-house weatherization services to low-income customers in Duke Energy's service territory. To qualify, you must be at or below 200% of the Federal Poverty Guideline. Other qualifications may apply. For more information, please contact **PWC** at **513-351-7921**.

CONTACT INFORMATION

For more information, please contact Duke Energy by phone, our customer care specialists are available Monday through Friday, 7 a.m. to 7 p.m.

(513)-544-6900

Or visit Duke Energy's website:

duke-energy.com