

Utility Assistance

Have your utilities been disconnected? Are you behind on your utility payments? There are options that may be available to you.

Seasonal Assistance Options

Summer Crisis Program & E-HEAP

The Summer Crisis Program is in effect from July 1st through September 30th. If your household income is at or below 175% of the Federal Poverty Guidelines, and your utility service has been disconnected or is in threat of disconnection, you may be eligible for a one-time benefit of up to \$500 (for regulated utility customers) or up to \$800 (for non-regulated utility customers).

To apply to the Summer Crisis Program, contact the local energy assistance provider in your county (see page 2).

Special Reconnect Order & Winter Crisis Program

The Special Reconnect Order (formerly known as the Winter Reconnect Order) is in effect each year from mid-October through mid-April. If your utility service has been disconnected or is in threat of disconnection, you can pay \$175 to avoid disconnection or reconnect service. A \$36 fee may be required for reconnecting service. You can use the Special Reconnect Order by calling Duke Energy at 1-800-544-6900 and paying the fee.

Those who cannot pay the fee should consider the Winter Crisis Program, which is typically in effect beginning early November through the end of March. During this time, eligible households below 175% of the Federal Poverty Guidelines can apply for assistance to help pay the \$175 payment.

To apply for the Winter Crisis Program, contact the local energy assistance provider in your county (see page 2).

Duke Payment Plans

If you have an active Duke Energy account, you may be eligible for a payment plan. Duke Energy currently offers three payment arrangements: three-month, six-month, and nine-month. No deposit is required to enroll in a payment plan.

To enroll in a payment arrangement, call the Duke Energy Customer Care Center at (800) 544-6900. Or you can enroll on their website at: <https://www.duke-energy.com/home/billing/special-assistance/payment-arrangements>

Percentage of Income Payment Plan Plus (PIPP Plus)

If your household income is at or below 175% of the Federal Poverty Guidelines, then you may be eligible for PIPP Plus.

The PIPP Plus Program helps customers manage their utility bills. Monthly payments are based on 10% of your gross household monthly income. The balance of the utility bill is subsidized by the state of Ohio. If you make 24 timely and full payments, then the outstanding balance with your utility company will be eliminated.

When you apply for the PIPP Plus Program, be prepared to provide documentation such

as proof of citizenship, proof of income, and copies of your utility bill.

Remember:

- Once you enroll in the PIPP Plus Program, you will need to reverify your income once per year.
- You must be current on your monthly PIPP payments on your anniversary date (when you first signed up for PIPP Plus) or else you will be removed from the PIPP Plus Program.

To apply for PIPP Plus, either:

- Go online to energyhelp.ohio.gov, or
- Call your local energy assistance provider for your county (see page 3) and ask to apply for PIPP.

Medical Certification to Postpone Utility Disconnection

If you are facing disconnection and you or someone in your household has a health condition that would be affected by disconnected utility service, you may qualify for a medical certification.

A medical certification can postpone a utility disconnection for 30-days. You are still required to pay your utility bills while the certification is in effect. Customers can only use a medical certification three times in a 12-month period.

The medical certification must be completed by a licensed or certified medical professional. The medical certification form is available at puco.ohio.gov/utilities/electricity/resources/30-day-medical-certificate

Energy Assistance Providers by County

Brown County	Adams/Brown Counties Economic Opportunities, Inc.	(937) 378-6041
Butler County	Supports to Encourage Low-Income Families	(513) 868-9300
Clermont County	Clermont County Community Services, Inc.	(513) 732-2277
Clinton County	Clinton County Community Action Partnership	(937) 382-1234
Hamilton County	Cincinnati/Hamilton Community Action Agency	(513) 685-4478
Highland County	Highland County Community Action Organization, Inc.	(937) 393-3458
Warren County	Warren County Community Services, Inc.	(513) 970-6737

If you have questions or need legal assistance, please call the Legal Aid line at (513) 241-9400