

Winter Reconnect and E-HEAP

Hamilton County, Ohio

If your utilities are disconnected or threatened with disconnection you may be eligible for the Winter Reconnect Order, an emergency component of the Home Energy Assistance Program (E-HEAP). \$175.00 can get your utilities reconnected. You can only use this Program once during the winter heating season.

If you have \$175

From October 18, 2021-April 15, 2022, contact Duke Energy at 1-800-544-6900 and pay the \$175.00 to avoid disconnection or to reconnect, no matter what you owe to Duke. If you are disconnected, you must also pay a \$36.00 reconnect fee. There is no income restriction to participate. Duke Energy requires that customers sign up for a Percentage of Income Payment Plan (PIPP) or another payment plan to participate.

If you don't have \$175

From November 1, 2021-March 31, 2022, go to Community Action Agency to apply for the \$175.00 needed to participate in the Winter Crisis Program.

- Where? 1740 Langdon Farm Road, Cincinnati, Ohio 45237
- Phone? Call (513) 685-4478 to make an appointment.
- Website? Visit <https://app.capappointments.com/> to make an appointment online
- Hours? 8am – 5pm, M-F.

You must also go to Community Action Agency to re-verify your PIPP information. You can also re-verify at energyhelp.ohio.gov.

Eligibility for Winter Crisis Program:

- To apply, income documents must be presented for all adult household members. Households whose gross income is at or below 175% of the federal poverty guidelines are eligible for \$175.00 through the Program.
- To apply, you must also sign up for PIPP (or have your PIPP account re-verified), or sign up for another payment plan at that time

Important Information for PIPP Customers:

- If you have missed PIPP payments, Duke will deduct the \$175.00 you pay from your missed payments. You must pay the balance owed before your next bill arrives from Duke. If you don't pay, your account will go back into disconnect status.
- For Example:
 - If your missed PIPP Payments total \$575.00, then \$175.00 will keep utilities on.
 - But if you fail to pay the balance of \$400.00 to Duke Energy before the next billing date, you will face disconnection.
- Check your bill or Call Duke Energy to find out how much you owe for PIPP.