

Winter Reconnect and E-HEAP

Duke Energy** Customers – Southwest Ohio Counties

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 can get your utilities reconnected. You can only use this Program once between October 18, 2021 and April 15, 2022.

If you have \$175

From October 18, 2021 to April 15, 2022, Contact Duke Energy at 1-800-544-6900 and pay \$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 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 to March 31, 2022, call your local Community Action Agency to apply for the \$175 needed to participate in the Winter Crisis Program. Please see the back of this flyer for the contact information of local community action agencies.

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 Energy will deduct the \$175 from your missed payments. The Winter Crisis money will get you reconnected or avoid disconnect, BUT you will then have to pay the balance owed before your next bill arrives from Duke, which could be only a few days. If you miss that payment, your account will up for disconnection again..
- For Example:
 - If your missed PIPP Payments total \$575, then \$175 will reconnect or keep utilities on. BUT if you do not pay the balance of \$400 to Duke Energy before the next billing date, you will again face disconnection.

** You may also be eligible if you have utilities through a different investor-owned utility company in Southwest Ohio.

County	Community Action Agency Information
Brown County	Adams-Brown Counties Economic Opportunities, Inc. 406 W. Plum Street Georgetown, Ohio 45121 Phone: (937) 378-6041 Fax: (937) 328-2502 Website: http://abcap.net/
Butler County	S.E.L.F. - 415 S. Monument Avenue Hamilton, OH 45011 - 930 9th Avenue Middletown, OH 45044 Phone: (513)868-9300 Website: https://selfhelps.org/
Clermont County	Clermont County Community Services 3003 Hospital Drive Batavia, Ohio 45103 Phone: (513)732-2277 Website: www.cccsi.org
Clinton County	Clinton County Community Action Program 789 N. Nelson Ave. P.O. Box 32 Wilmington, Ohio 45177 Phone: (937) 382-5667 Website: www.clintoncap.org
Highland County	Highland County Community Action Organization - 1487 N High St, Ste. 500 Hillsboro, OH 45133 - 1300 Jefferson St. Greenfield, OH 45123 Phone: (937)393-3458 Website: www.hccao.org
Warren County	Warren County Community Services Inc. 645 Oak Street Lebanon, OH 45036 Phone: (513)932-6301 Website: www.wccsi.org

*Not Legal Advice. Legal Aid provides this information to help you understand Ohio laws and procedures.
 This is not legal advice concerning your case. Lawyer Referral Service 513-381-8359*