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.
<table>
<thead>
<tr>
<th>County</th>
<th>Community Action Agency Information</th>
</tr>
</thead>
</table>
| 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 |