

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 30. 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).

Read more about the Summer Crisis Program [here](#). Or to apply, contact the local energy assistance provider in your county.

Winter Reconnect Order & Winter Crisis Program

The Winter Reconnect Order is in effect from October 18, 2021 through April 15, 2022. 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.

The Winter Crisis Program is in effect beginning November 1st, 2021. During this time, eligible households can apply for assistance to help pay the \$175 payment.

Read more about the Winter Reconnect Order and Winter Crisis Program [here](#). Or to apply, contact the local energy assistance provider in your county.

COVID-Related Utility Assistance

If you reside in Hamilton County and have experienced a decrease in income due to COVID-19, then you may be eligible for up to \$2,500 in utility assistance. You can contact the following agencies to apply:

Community Action Agency

Call: (513) 569-1840 – Option 4

Talbert House

Call: (513) 338-8596

Freestore Food Bank

Call: (513) 381-7627



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 150% 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 a percentage of the household 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.

To apply for PIPP Plus, contact the local energy assistance provider for your county.



Hamilton County JFS Prevention, Retention and Contingency (PRC)

The PRC Program through Hamilton County JFS offers a one-time payment to eligible families to help with employment-related barriers. Assistance is available for items such as utility bills and rent.

Eligible households must have at least one dependent child under the age of 18-years-old, and the household income must be less than 200% of the Federal Poverty Guidelines. Applicants will be ineligible if they have received PRC in the last twelve months.

Applications for PRC are available at: <https://www.hcjfs.org/services/cash-assistance/>



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 <https://puco.ohio.gov/wps/portal/gov/puco/utilities/electricity/resources/30-day-medical-certificate>



Energy Assistance Providers by County

Adams County	Adams/Brown Counties Economic Opportunities, Inc.	(937) 378-6041
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
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