

Winter Heating Bill Assistance

Financial assistance for winter heating bills may be available to eligible customers. The various programs and resources offered are described below. Agency information and phone numbers can be found on the reverse side of this document.

WinterCare Energy Fund

WinterCare is a Duke Energy sponsored program administered by the Northern Kentucky Community Action Commission. Eligibility for WinterCare assistance is determined, in part, by household income. The Northern Kentucky Community Action Commission (NKCAC) will take applications for WinterCare from November 1, 2007 through May 31, 2008, or until funds are depleted.

For additional information, or to apply for assistance, please call the NKCAC. The telephone number for the county in which you live is listed on the back of this insert.

Energy/Bill Management Opportunities

Home Weatherization – Weatherizing your home can help lower heating costs by keeping cold drafts out and reducing the amount of warm air that escapes. The following programs are available for income-qualified customers:

Duke Energy Program

People Working Cooperatively manages the enrollment and qualification of Duke Energy

customers for free home weatherization improvements. To apply, call 513.351.7921.

Community Action Commission Programs

Limited funds are available through the Community Action Commission for weatherization of residences. There is a waiting list for this assistance. To apply contact:

Northern Kentucky
Community Action Commission
20 West Pike Street
Covington, Kentucky 41012-0931
Telephone: 859.581.6607

Extended Payment Arrangements – Payment plans are available if you have difficulty paying your entire bill. Call 800.648.7777 to make arrangements.

Budget Billing – This program enables you to pay an equal amount each month. To enroll in Budget Billing, call 800.544.6900 or visit www.duke-energy.com

Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (HEAP) may help pay part of your heating bills this winter if you qualify as a low-income household. For detailed information about HEAP, including eligibility requirements, please contact your local Community Action Commission.

Resource/Referral Agencies

United Way Information and Referral Service – While the United Way Information and Referral Service does not have funds available to meet utility needs, they can refer you to other organizations that may be able to assist with your utility bill or other problems. Call the United Way Information and Referral Service at 211 or 800.233.4357.

Senior Citizens of Northern Kentucky – If you are 60 years of age or older and think you may have difficulty paying your heating bills this winter, the Information and Referral Service of Senior Services of Northern Kentucky wants to help you find assistance. Call 859.491.0522 or toll free 1.800.255.7265.

Northern Kentucky Community Action Commission

Subsidy EAP, Crisis EAP and WinterCare:

Boone County CAC
7512 East Bend Rd.
Burlington, KY 41005
859.586.9250

Campbell County CAC
510 6th St.
Dayton, KY 41074
859.431.8870

Carroll County CAC
220 7th St.
Carrollton, KY 41008
502.732.5253

Gallatin County CAC
432 West Main St.
Warsaw, KY 41095
859.567.4660

Grant County CAC
128 North Main St.
Williamstown, KY 41097
859.824.4768

Kenton County CAC
912 Scott St., Suite 220
Covington, KY 41011
859.291.8607

Owen County CAC
109 South Madison
P.O. Box 476
Owenton, KY 40359
502.484.2116

Pendleton County CAC
309 Barkley
Falmouth, KY 41040
859.654.4054

Other Agencies

Contact the following agencies for possible assistance:

Brighton Center
741 Central
P.O. Box 325
Newport, KY 41072
859.491.8303

The Salvation Army
340 West 10th St.
Newport, KY 41071
859.491.5180

Boone County
Human Services
Burlington Courthouse
P.O. Box 296
Burlington, KY 41005
859.334.2116

Welcome House
205 Pike St.
Covington, KY 41011
859.431.8717

Contact:

513.651.5100 / 800.648.7777
7:00 a.m. to 7:00 p.m. Mon. – Fri.
8:00 a.m. to 1:00 p.m. Sat.

www.duke-energy.com

