

EXTENDED PAYMENT PLANS

Duke Energy offers extended payment plans for customers experiencing difficulty paying their winter heating bills.

Percentage of Income Payment Plan Plus (PIPP Plus)

To qualify for the PIPP Plus program you must:

- have a total household income which is at or below 150 percent of the federal poverty level
- apply for all energy assistance programs for which you are eligible.
- to apply for the PIPP Plus program you must contact your local Community Action Agency.

The type of service used at your residence (electric/gas) will determine the amount of your monthly installment. A local Community Action Agency will inform you of your PIPP Plus amount after income verification is complete.

Winter Heating Season Plan

This plan allows customers to pay one-third of their total balance each month during the time the program is in effect.* The remaining two-thirds balance is deferred until April 15, at which time the entire past-due balance is required. The outstanding balance may be placed on an agreement, provided that the customer fulfilled the terms of the WHS arrangement according to the program guidelines.

* *The WHS plan is available from November 1 - April 15*

One-Sixth Payment Plan

Duke Energy also offers a six month extended payment plan, which allows you to pay 1/6 of your entire balance now, with an agreement to pay the remaining balance in five equal monthly installments, along with future bills as they become due.

Six Month Combination Plan

Under this arrangement, you pay 1/6 of the past due amount now, with an agreement to pay the remaining balance in five equal monthly installments, along with your Budget Billing* amounts as they become due.

One-Ninth Payment Plan

Under this arrangement, you pay 1/9 of the past due amount now, with an agreement to pay the remaining balance in eight equal monthly installments. **You are also required to enroll in the quarterly Budget Billing* Plan to be eligible for this agreement.**

** Budget Billing is a program that enables you to pay a consistent amount each month based on an average of your historical consumption.*

Separation of Service

If you use gas and electricity and both services are in jeopardy of disconnection for nonpayment, you may pay (or arrange to pay) charges attributable to the service you wish to maintain.

Additional Assistance

The Consumer Credit Counseling Service of Greater Cincinnati (CCCS) can often help individuals having difficulty paying creditors. Contact Duke Energy at 800-544-6900 to learn more.



www.duke-energy.com

800-648-7777

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