

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, 2008 through May 31, 2009, 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
717 Madison Ave.
Covington, Kentucky 41011
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 Services 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 800.255.7265.

Northern Kentucky Community Action Commission

Subsidy LIHEAP, Crisis LIHEAP and WinterCare:

Boone County CAC
7938 Tanner's Gate
Florence, KY 41042
859.586.9250

Campbell County CAC
437 W. 9th St.
Newport, KY 41071
859.431.4177

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
315 E. 15th St.
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
307 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

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