

# 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 2, 2009 through May 31, 2010, 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](http://www.duke-energy.com).

## Energy Assistance Programs

The Low-Income Home Energy Assistance Program (LIHEAP) and Home Energy Assistance (HEA) may help pay part of your heating bills this winter if you qualify as a low-income household. For detailed information about LIHEAP and HEA, 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**

Carroll County CAC  
1302 Highland Ave.  
Carrollton, KY 41008  
**502.732.5253**

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

Owen County CAC  
109 South Madison  
Owenton, KY 40359  
**502.484.2116**

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

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

Kenton County CAC  
315 E. 15th St.  
Covington, KY 41011  
**859.291.8607**

Pendleton County CAC  
311 Park St.  
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](http://www.duke-energy.com)

