

# Winter Heating Bill Assistance

## State of Ohio Utility Assistance Programs

### HEAP

The Home Energy Assistance Program (HEAP) may provide financial assistance to customers who meet the income qualifications displayed in the table below. Applications will be accepted through May 31, 2010.

### HWAP

The Home Weatherization Assistance Program (HWAP) may provide weatherization assistance year-round for customers who meet the income qualifications.

To obtain an application for either or both programs

- visit your local Community Action Agency
- visit Duke Energy's Cincinnati office at 644 Linn Street
- call Duke Energy at 800.544.6900 (TDD 800.686.1557)
- call the HEAP line directly at 800.282.0880
- call the HWAP line directly at 800.848.1300.

### WCP

The Winter Crisis Program (WCP) may provide financial assistance for heating bills to customers who

- meet the income qualifications displayed in the table below
- are faced with disconnection of their primary heat source
- have already had their service disconnected for nonpayment.

Applications for WCP are taken at Community Action Agency offices from November 2, 2009 to March 31, 2010, or until funds have been depleted.

Household Size	Total Gross Annual Income	Past Three Months Income
1	\$18,952.50	\$4,738.13
2	\$25,497.50	\$6,374.38
3	\$32,042.50	\$8,010.63
4	\$38,587.50	\$9,646.88
5	\$45,132.50	\$11,283.13
6	\$51,677.50	\$12,919.38
More than 6	Add \$6,545 for each additional member	Add \$1,636.25 for each additional member

The period to be used in determining annual income must not be more than 12 months or less than the 90-day period preceding the request for assistance by the household.

### HeatShare Energy Fund

HeatShare is a Duke Energy sponsored program administered by The Salvation Army. Eligibility for HeatShare assistance is determined, in part, by household income. The Salvation Army will take applications for HeatShare from January 19, 2010 through April 15, 2010, or until funds are depleted.

For additional information or to apply for assistance, please call The Salvation Army at 513.762.5636.

## Energy/Bill Management Opportunities

**Home Weatherization** – Weatherizing your home can help lower heating costs by keeping cold drafts out while 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 Agency Programs*

To apply for funds, contact your local Community Action Agency.

**Extended Payment Arrangements** – Payment plans are available if you have difficulty paying your entire bill.

## Resource/Referral Agencies

**County Departments of Job and Family Services** – Emergency funds are sometimes available for utility bills. For more information, refer to the telephone numbers listed below.

**United Way** – While the United Way does not have funds available to meet utility needs, they can refer you to other organizations that may provide assistance with your utility bill or other problems.

**Council on Aging** – If you're 60 or older and think you may have problems paying your heating bills this winter, the Council on Aging wants to help you find assistance. Call 513.721.1025.

**Assistance for Telephone Bills** – If you qualify for HEAP, you may also be eligible for telephone bill assistance. Contact your local phone company to learn more.

## Community Action Agencies

County	Telephone Number	County	Telephone Number
Adams	937.695.0316 800.233.7891	Hamilton	513.569.1850
Brown	937.378.6041 800.553.7393	Highland	937.393.3458
Butler	513.868.9300 888.432.7022	Warren County Community Services	Toll free 866.747.1042
Clermont	513.732.2277	Lebanon	513.695.2295
Clinton	937.382.5667 937.382.1234	Franklin	937.425.2295
		Middletown	513.261.2295

## United Way Information and Referral Service

If your county is not listed, you may call the Hamilton County number.

County	Telephone Number	County	Telephone Number
Brown	211 or 513.721.7900	Hamilton	211 or 513.721.7900
Butler	211 or 513.785.3095	Warren	
Middletown	211 or 513.261.2237	Lebanon	513.695.2237
Clermont	211 or 513.721.7900	Franklin	937.425.2237

## Department of Job and Family Services

County	Telephone Number	County	Telephone Number
Adams	937.544.2371	Clinton	937.382.0963
Brown	937.378.6104	Hamilton	513.946.1000
Butler		Highland	937.393.4278
Hamilton/Fairfield	513.887.4000 800.582.4267	Warren County Human Services	
Middletown	513.425.8625	Lebanon	513.695.1420
Clermont	513.732.7111	Franklin	937.425.1420
		Middletown	513.261.1420

### 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.



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