

Utility: Duke Energy

Program Year: 20/21

Programs Utility Will Offer

*Please complete a copy of this form for **each** HEA Program that Utility will offer during the Program Year.*

Program Name:

DUKE ENERGY HEA CRISIS PROGRAM

Program Type: Crisis

Contact Information

Primary Name: Cindy Givens

Email: cindy.givens@duke-energy.com Phone: 513.315.9601(m) 513.287.2316 (o)

Invoices should be submitted to Name: Cindy Givens

Email: cindy.givens@duke-energy.com

Phone: 513.315.9601 (m), 513.287.2316 (o)

Reports should be submitted to the following email:

 cindy.givens@duke-energy.com

Eligibility:

Maximum allowable Income (Percentage of Poverty): 200%

Crisis Situation (for Crisis Style): Customer must have a past due balance, a disconnection notice or a defined hardship event such as loss of job or unplanned medical expenses.

Last Day to enroll client to receive the first month's benefit N/A

Benefit Types & Dates:

Benefit Type	Benefit Amount	Timeframe (Application Period)
Electric Heat or Elec/Natural Gas Combo	<u> one-time up to \$400 </u>	<u> January - March </u>
Natural Gas Only	<u> one-time up to \$400 </u>	<u> January - March </u>

