



Why your bill might be higher this summer

Summer brings hot weather to Ohio, which can bring more energy use and higher energy bills. In addition, the market cost of fuel has increased dramatically, driving up the cost of purchasing or supplying power. Duke Energy does not charge a markup on these higher fuel costs; customers pay what we pay. Our programs, tips and other assistance can help you navigate these challenges and better manage your energy use and spending.

WHY IS YOUR ENERGY BILL INCREASING?

Several factors can impact your bill. It's important to know that:

- Ohio customers who receive their energy supply from Duke Energy may notice an increase due to market fuel price increases.
- Market fuel costs* included in your bill are set by financial markets that are influenced by national and international events such as weather events, exports and changes in supply and demand. Duke Energy does not control the market cost of purchased electricity or natural gas and does not make a profit on it.
- Duke Energy purchases energy at the best possible price and then passes this cost directly to customers.
- If you are an Ohio customer participating in Ohio's Choice Program, check with your supplier to understand how and when rising market fuel prices will impact your energy bills.

**Market fuel costs are the cost of electricity and natural gas that you use to power your home or business.*

LOW- TO NO-COST ENERGY-SAVING TIPS

Higher temperatures can lead to higher energy usage and bills while trying to stay cool. Try these tips to help manage your energy use.

Change air filters regularly. A dirty air filter makes an HVAC system work harder, which uses more energy.

Set your thermostat at the highest comfortable setting. The smaller the difference between the inside and outside temperatures, the lower your energy usage and bill will be.

Close blinds, drapes and curtains during the hottest part of the day. Keeping your blinds, drapes and curtains closed will help prevent the sun's rays from heating your house.

Use a ceiling fan in occupied rooms to supplement your air conditioning. Make sure the fans are set to operate in a counterclockwise direction to push cool air down into living spaces.

Grill outdoors. Using your electric oven and stovetop creates a lot of indoor heat. Help save energy by firing up the grill outdoors or prepare meals that don't require cooking.

Turn off unnecessary lights. Be sure to turn off lights when you leave a room. Lights emit heat and cause your air conditioning system to work harder.

DUKE ENERGY PROGRAMS

Pick Your Due Date – With Pick Your Due Date, you can choose the date you want your energy bills to be due each month. Learn more at duke-energy.com/PYDD.

Usage Alerts – Take control of your electricity use and monthly budget with Usage Alerts. By having a smart meter and an email address on file, you'll automatically be enrolled to receive a notification showing how much electricity you're using and how much it may cost, in time to adjust. Learn more at duke-energy.com/UsageAlerts.

Installment Plans/Payment Plans – Installment plans give you more flexibility to pay back balances over longer periods of time. You can request a few extra days or restructure your entire balance into a monthly payment plan. Learn more about the options available by visiting duke-energy.com/MoreTime or calling us at **800.544.6900**.

Duke Energy's Share the Light Fund may be able to offer financial assistance. Ohio customers can apply for up to \$400 in assistance throughout the program year. Learn more at duke-energy.com/MakeADifference.

LOCAL, STATE AND FEDERAL ASSISTANCE PROGRAMS

If you need assistance paying utility bills this summer, these programs may be able to help.

Home Energy Assistance Program (HEAP) – HEAP is an income-based program that allows those earning below certain thresholds to qualify for federal energy bill assistance money. More information is available by calling the Ohio Department of Development at **800.282.0880** or by visiting <https://www.duke-energy.com/home/billing/special-assistance/home-energy-assistance-program>.

Summer Crisis Program – The Home Energy Assistance Summer Crisis Program (SCP) provides summer cooling assistance for low-income, elderly households and for Ohio residents with qualifying medical conditions. SCP applies to electric utilities only. Customers must be at or below 175% of the federal poverty guidelines, or have a member of the household who is at least 60 years old or has an illness that would benefit from assistance, verified by physician documentation. The program runs July 1 through Sept. 30. To learn more, call the Ohio Department of Development at **800.282.0880** or visit <https://development.ohio.gov/individual/energy-assistance/3-summer-crisis-program>.

Percentage of Income Payment Plan Plus (PIPP) – PIPP Plus is an income-eligible program that allows qualifying customers to pay a percentage of their income toward their energy bills, regardless of monthly usage. Information is available by visiting [duke-energy.com/PIPP](https://www.duke-energy.com/PIPP) or by calling the Ohio Department of Development at **800.282.0880**.

Patriot Plan – The Patriot Plan allows Ohio military reservists and National Guardsmen deployed on active duty to avoid utility disconnections for nonpayment. Visit <https://puco.ohio.gov/wps/portal/gov/puco/utilities/electricity/resources/patriot-plan> for more information or contact the Public Utilities Commission of Ohio at **800.686.7826**.

Duke Energy Weatherization Program – Duke Energy has joined forces with People Working Cooperatively (PWC), a local nonprofit, to provide free weatherization for customers who qualify. Weatherization consists of duct sealing, attic insulation and other sealing measures that can help make a home more efficient and, ultimately, help lower energy bills. To apply, call **513.351.7921**.

Hamilton County Senior Utility Assistance and Home Repair Program – This \$1 dollar pilot program is aimed at expanding help to those income-eligible seniors who are ineligible for other utility and home modification programs. The program is for Hamilton County residents age 60 and older whose income is up to 300% of the poverty level. The Utility Assistance portion of the program provides a one-time credit of up to \$500 toward water or natural gas/electric bills. The Home Repair portion of the program covers home modification and repairs such as ramps, railings, bathroom grab bars, HVAC repair or other maintenance to help older adults continue to remain living at home. Apply by visiting [help4Seniors.org](https://www.help4seniors.org) or by calling **513.743.9000**.

Federal Assistance – Customers having trouble paying housing or utility expenses due to pandemic hardships may find help through new and existing assistance programs. Learn more at [duke-energy.com/Help4You](https://www.duke-energy.com/Help4You).

COMMUNITY RESOURCES

United Way – United Way can refer you to other organizations that may provide assistance with utility bills or other needs. Learn more by visiting [211.org](https://www.211.org).

Council on Aging – If you're 60 or older and have problems paying utility bills, contact the Council on Aging by calling 513.721.1025.

Community Action Agencies – Emergency funds may be available for utility bills through Community Action Agencies. Find out more by calling the agency in your area.

Adams County: 937.378.6041

Clermont County: 513.732.2277

Hamilton County: 513.569.1850

Brown County: 937.378.6041

City of Franklin: 937.746.7791

Highland County: 937.393.3458

Butler County: 513.868.9300

Clinton County: 937.382.8365

Warren County: 513.695.2100

Find more information to help you manage summer bills at [duke-energy.com/SummerBills](https://www.duke-energy.com/SummerBills).

Find helpful energy efficiency tips on our [Facebook](#) page and [Twitter](#) feed.



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