



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

10 West Broad Street
Suite 1800, Columbus, OH
43215-3485

E-MAIL:
occ@occ.ohio.gov

WEBSITE:
www.occ.ohio.gov

DUKE ENERGY OHIO ENERGY EFFICIENCY PROGRAMS



Duke Energy offers several energy efficiency programs for its customers. Complete information about these programs is available online at www.duke-energy.com or via telephone at 1-800-544-6900. Energy efficiency programs are subject to change. For the latest availability information and eligibility requirements, contact Duke.

Home Energy House Call

You can have your home inspected by a trained energy specialist at no cost. The specialist can offer recommendations for improving your energy efficiency and, with permission, install an energy efficiency starter kit during the house call. The kit may include LED lightbulbs, a water efficient shower head, faucet aerator, weather stripping and outlet seals. To schedule an appointment, complete the request form or call 1-844-346-4366. This service is available to customers who own their single-family home and have lived there for at least four months. The Home Energy House Call is available for a limited time on a first-come, first-served basis, and Duke may terminate the program at any time without notice.

Power Manager

The Power Manager Program can reduce your cooling costs. Duke can



install a switch next to your central air conditioning unit and cycle the compressor off during peak demand times. You will receive a one-time credit on your bill and a credit each time usage is cycled off. After the first year, you can receive additional credits on your bill. To enroll, call 1-877-392-4848 or visit Duke's website for the enrollment form.

Smart Saver Incentive Program

You can receive rebates for home heating and cooling projects, including insulation, by working with contractors participating in the Smart

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Saver program. A list of participating contractors is available online. Incentives are not only available to customers, but also heating and air conditioning dealers and builders.

Understanding Your Energy Usage

Duke offers several home energy reports on its website: My Home Energy Report, which sends you a regular report comparing your energy use to similar households in your community; My Home Energy Interactive, which is a website that explains your energy usage and ways to conserve energy; and a Personalized Energy Report, an online, home energy survey and customized report of your usage with recommendations for improving your energy efficiency.

Energy calculators

Duke offers online calculators that can be used to estimate your energy usage and recommend ways to improve your energy efficiency. Calculators are available for appliances, heating and cooling systems and lighting.

Duke Energy Saving Store

Duke offers discounts on ENERGY STAR CFL and LED lightbulbs at their online Savings Store. Visit Duke's website to place an order for energy efficient lightbulbs and estimate your potential savings.

Low Income Pilot Program: Natural gas

This program makes lower natural gas rates available to low-income, low-usage customers. The program will only accept customers for a limited time. Eligible customers must use less than 900 Ccf annually, as indicated on your bill, and have an annual income at or below 175 percent of the Federal Poverty Guidelines. Participants must not be enrolled in the Percentage of Income Payment Plan.

Low Income Pilot Program: Electric

This program offers home weatherization improvements for income-eligible customers at no cost. Improvements may include furnace or heat pump cleaning and tune up; health and safety



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The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at www.occ.ohio.gov.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

check; efficient lightbulbs; water heater blankets; weather-stripping and piping insulation. Eligible customers must have annual income at or below 200 percent of the Federal Poverty Guidelines.

Applications are available for the electric and natural gas programs at www.pwchomerepairs.org or at People Working Cooperatively, 4612 Paddock Road, Cincinnati, OH 45229. Contact PWC at 513-351-7921 for more information.

Energy Maintenance Service

This program is available to assist senior and/or disabled customers that may need assistance maintaining their heating and cooling equipment.

Eligible customers must have annual income at or below 175 percent of Federal Poverty Guidelines, own their home, heat with Duke Energy supplied or distributed electricity or natural gas and be a Duke Energy electric customer. To find out if you qualify, call People Working Cooperatively at 513-351-7921, or Clermont County Community Services Inc. at 513-732-2277.

Taking steps to improve energy efficiency is a smart investment. Duke's programs could save you money on your electric or natural gas bills. See more smart energy tips at the Office of the Ohio Consumers' Counsel's website, www.occ.ohio.gov/smartenergy.

2016-17 Income Guidelines

Size of household*	Total Gross Annual Household Income		
	150% (PIPP Plus)	175% (HEAP)	200% (HWAP)
1	up to \$17,820.00	\$20,790.00	\$23,760.00
2	up to \$24,030.00	\$28,035.00	\$32,040.00
3	up to \$30,240.00	\$35,280.00	\$40,320.00
4	up to \$36,450.00	\$42,525.00	\$48,600.00
5	up to \$42,660.00	\$49,770.00	\$56,880.00
6	up to \$48,870.00	\$57,015.00	\$65,160.00
7	up to \$55,095.00	\$64,277.50	\$73,460.00
8	up to \$61,335.00	\$71,557.50	\$81,780.00

*For households with more than eight members, add \$6,240 for 150%, \$7,280 for 175% and \$8,320 for 200% per member.