

## DEO - Home Energy Assistance; Summer Crisis Program - Overview

### Description:

The Summer Crisis Program (SCP) is designed to help qualified Ohio Residential households pay for summer cooling costs:

- Applies to **electric service only**
  - Gas service is not eligible for assistance
  - Combination service may receive electric assistance
- Available July 1 through Sept. 30
- HEAP/CAA agencies administer the program
- Duke Energy is not required to delay disconnection of a customer's account when an appointment for Summer Crisis assistance is scheduled.

### Work Process:

#### Qualify/Apply

Households must have a gross annual income must be at or below 175% of the federal poverty level, and meet one of the following criteria:

- A member of the household (any age) has a documented medical condition, verified by a licensed physician or a registered nurse practitioner documentation, or Office of Community Assistance (OCA) Medical Eligibility Form.
- A member of the household is 60 years or older; no medical documentation needed.
- Households diagnosed with COVID-19 in 2020
- PIPP Plus customers are now eligible for monetary benefit (See PIPP Plus Below)
- No disconnection status is required to qualify.

The program is available to customers currently enrolled in PIPP Plus.


Customers may apply for the HEAP Summer Crisis Program (SCP) at their local Community Action Agencies. [Home Energy Assistance Providers](#) are listed at [http://development.ohio.gov/is/is\\_heapsummer\\_prov.htm](http://development.ohio.gov/is/is_heapsummer_prov.htm). Applicants will provide proof of income for the previous 12 months and a copy of their recent utility bill.

### Benefits

Qualifying customers may receive a maximum benefit of \$500 which can apply to the following:

- Utility assistance of ONE payment for the current electric bill:
  - Total electric amount due
  - Current electric bill
  - First electric PIPP Plus installment (at enrollment)
  - PIPP Plus default amount (active PIPP), current our past due amount up to \$500 maximum benefit
  - PIPP Plus default to reinstate (inactive PIPP), copayment required for full reinstatement amount
  - Utility account deposit
  - Transfer of service (COA and PDF)
  - Disconnect fees

At the discretion of each local energy assistance provider, a Summer Crisis Program benefit may also include an air conditioner or fans to qualifying customers

 **NOTES:** Customers enrolling in PIPP Plus for the first time can receive monetary benefit up to \$500 for their first electric PIPP Plus installment.

## PIPP Plus

 **NOTE:** SCF can only be pledged towards the electric PIPP amount (active or inactive).

- PIPP Plus customers are eligible for assistance for the following:
  - Past due or current installments due, up to the maximum \$500 benefit (active)
  - First PIPP installment up to \$500
  - Amount to reinstate (inactive PIPP) copayment required
  - PIPP Plus households who only owe their current installment are only eligible for an air conditioner and/or fan(s) benefit if there is an age or medical condition eligible household member(s) and they have not received one in the past three program years
- Customers are **NOT** required to pay a co-payment if they are active on PIPP, regardless of their total balance
  - **Example All Electric:** if the customer's total account balance is \$1,050, CAA can pledge the \$500, the remaining \$550 would remain on the account as due
  - **Example Combo:** if the customer's total account balance is \$750, CAA can pledge \$375 towards the electric, the remaining \$375 would remain on the account as due
- Customers **MUST** pay a co-payment if their amount to reinstate, restore, or establish new service is greater than \$500
  - **Example All Electric:** If the customer needs \$750 to reinstate, the customer must pay \$250 before the CAA will pledge the remaining \$500 and send a PIPP reinstate
  - **Example Combo:** if the customer needs \$1600 to reinstate, \$800 electric and \$800 gas, the customer would have to pay the gas and electric amount over \$500. They would need to pay \$800 for gas and \$300 for electric before CAA will pledge the remaining \$500 and send a PIPP reinstate

Assistance provided under SCP (i.e., electric bill assistance, receipt of an air conditioner, receipt of fan(s) or any combination thereof) must occur at the same time/simultaneously. Tenants (except as otherwise noted) whose electric bills are not in the renter(s)' name(s) are **INELIGIBLE** to receive utility assistance, an air conditioner, and/or fan(s).