



OFFICE OF ENVIRONMENT AND SUSTAINABILITY

# NEED HELP PAYING YOUR BILL?

Summer is HOT here in Cincy... let us help you cool down those utility costs and enjoy the season to its fullest!



LEARN ABOUT

# EMERGENCY SUPPORT & HOME COOLING RELIEF

**Need help paying off an  
outstanding balance today?**

**Contact these resources:**

- Salvation Army: (513) 762-5660
- St. Vincent de Paul (513) 421-0602

## **Warming and Cooling Centers in Cincinnati**

When a heat advisory is issued, all Cincinnati Recreation Centers are open during normal hours to be used as a cooling center. You can find all Cincinnati Recreation Centers here with their hours of operations:

And check out your local libraries for additional access to cooling!



LEARN ABOUT

# EMERGENCY SUPPORT & HOME COOLING RELIEF

## Need AC ASAP?

St. Vincent de Paul in Cincinnati distributes

- free air conditioners and fans to vulnerable individuals in Hamilton County
- particularly those 65 or older or with a medical need.

Check out this source [HERE](#) to see if you qualify!

During extreme heat it's important to look out for

- family
- friends
- neighbors

### Especially

- older adults
- young children
- pregnant individuals
- those with chronic illnesses or disabilities
- and outdoor workers, as they are particularly susceptible to heat-related illnesses.



**AC DRIVE**

Help a neighbor in need  
keep cool this summer

\$150 helps a neighbor beat the heat with a new AC unit

Society of St. Vincent de Paul

A vertical banner with a blue background. At the top, it says "AC DRIVE" in large white letters, with a snowflake icon between "AC" and "DRIVE". Below this, the text "Help a neighbor in need keep cool this summer" is written in white. Further down, "\$150 helps a neighbor beat the heat with a new AC unit" is written in white. At the bottom, the "Society of St. Vincent de Paul" logo is visible.

LEARN ABOUT

# UTILITY PAYMENT PROGRAMS

## Percentage of Income Payment Plan (PIPP Plus)

### What is PIPP?

PIPP helps Ohio families manage their energy bills. Instead of paying a bill that changes every month, your payment is a consistent percentage of your household income. This makes it easier to budget and avoid surprises.

- Pay 5–10% of your monthly income toward utilities
- Your remaining balance will be covered by the state

### Who Qualifies?

Both renters and homeowners whose household income is at or below 175% of the Federal Poverty Guidelines. You must have utility service from an electric or natural gas company regulated by Ohio's Public Utility Commission

**Be sure to remember there are penalties for nonpayment and other program policies may apply**

**More information and How to Apply?**



# Home Energy Assistance Program (HEAP)

## What is HEAP?

The Home Energy Assistance Program (HEAP) is a federally funded program that helps eligible Ohio families pay their home energy bills. This is a one-time benefit that is applied directly to your utility bill to reduce what you owe.

**More information and How to Apply?**



## Who Qualifies?

Both renters and homeowners with households of 7 or fewer people and income at or below 175% of the federal poverty guidelines qualify. For larger households (9 or more), eligibility is based on 60% of the State Median Income.

Other similar programs like the **Summer Crisis Program** assists low-income households or those that have a disconnection notice, have been shut off, are trying to establish new service on their electric bill, require air conditioning, or those with an elderly household member (60 years or older). In 2024, the Summer Crisis Program assisted more than 44,000 households in Ohio, providing a total of \$13.4 million in benefits.

**More on the Summer Crisis Program and How to Apply?**



LEARN ABOUT

# RECONNECTION AND SPECIAL ASSISTANCE

**Office of the Ohio Consumers'  
Council has resources on  
additional support and  
reconnection services:**

- Special Reconnect Order
- 30-Day medical Certificate
- Consumer Assistance for Military Families
- Utility Assistance Programs
- Telephone Lifeline Programs in Ohio



Office of the Ohio Consumers'  
Counsel

**Duke Energy Special Assistance:**

- Installment Plans
- Payment Assistance Finder
- Due Date Extensions



View the Duke Energy website  
to view assistance plans



LEARN ABOUT

# RENTER RESOURCES & CONTACT INFO

## What Renters Can Do:

- Use energy-saving tips to reduce energy consumption
- Talk to your landlord about
  - HVAC tune-ups
  - Weatherization upgrades
  - ENERGY STAR appliances
- Utilize [Energy Choice Ohio](#) to choose your energy suppliers



Watch this video to learn more  
about Energy Choice Ohio

## Contact Us!

**City of Cincinnati – Office of  
Environment & Sustainability**

[www.cincinnati-oh.gov/sustainability](http://www.cincinnati-oh.gov/sustainability)

[oes@cincinnati-oh.gov](mailto:oes@cincinnati-oh.gov)

**(513) 352-6995**

