



Duke Energy Crisis Program

Duke Energy Crisis program can assist residential customers experiencing hardship with a one-time benefit. Applications are accepted January through March, on a first come, first served basis until funds are expended.

Eligibility:

- Household must be responsible for home utility costs.
- Be an active Duke Energy customer with bill in theirs or a spouse's name.
- Household income does not exceed 200% of the Federal Poverty Guidelines.
- Must have a past due balance, a disconnection notice, or a defined hardship event such a loss of job or unplanned medical expense.
- Must not be disconnected for nonpayment at the time of application or work with the utility to be reconnected.

Benefit:

- Households can receive a one-time benefit up to \$400 applied in the form of a credit on customer's accounts.

Help:

- For questions on the application process, clients can contact their local Community Action office.
- If a client is approved but has questions about their credits or bill, they should contact Duke Energy.