

DUKE ENERGY OFFERS NEW PROGRAMS FOR THOSE IMPACTED BY COVID-19 CRISIS

The fallout from the spread of COVID-19 has caused adversity for many across the nation and here in our community. People facing economic hardships may need assistance to pay their bills. Duke Energy is offering customers payment extensions and other arrangements, giving them extra time to pay if needed. The company has other programs such as equalized billing to help customers budget more effectively. You can even choose a pay date that best fits your individual needs. Eligibility requirements for some of these programs have been expanded. Disconnections for nonpayment have been suspended since mid-March, and Duke Energy can connect you connect with assistance agencies and third-party charity organizations that assist households with utility payments. For more information go to dukeenergyupdates.com. Customers can also speak with a customer care representative at 800-544-6900, Monday through Friday from 7 a.m. to 7 p.m.

\$3.5 MILLION IN ASSISTANCE IS AVAILABLE THROUGH THE HAMILTON COUNTY CARES RENT AND UTILITY RELIEF PROGRAM

Hamilton County Commissioners awarded three separate contracts last week to help Hamilton County renters stay in their homes and keep the lights on during the COVID-19-pandemic. The Hamilton County CARES Rent and Utility Relief Program draws on CARES Act funds to provide short term assistance to renters who live in Hamilton County and can document income loss due to the COVID-19 pandemic. As part of this effort, the Freestore Foodbank, Talbert House and Community Action Agency were awarded competitively bid contracts totaling \$3.5 million. Together, these providers aim to help more than 1,200 renting households. The County will pay up to three months' rent and utilities payments with a maximum of \$2,500 for households at or below 80% of the Area Median Income. The providers will also work with landlords to ensure that the renters will not be evicted for non-payment. For more information or to apply, Hamilton County residents can contact any of the following sources:

- Community Action Agency (<https://www.cincy-caa.org>/513-569-1840 option #4/ epa@cincy-caa.org)
- Talbert House (<https://www.talberthouse.org> /24-hour Housing Hotline at 513-338-8596)
- Freestore Foodbank (<https://freestorefoodbank.org>/(513) 357-4687/ rluckie@freestorefoodbank.org)