



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

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DUKE ENERGY OHIO ENERGY EFFICIENCY PROGRAMS



The Office of the Ohio Consumers' Counsel has diligently worked to encourage Ohio's utility companies to offer energy efficiency programs to Ohio consumers. Increased utility costs have caused hardships for many Ohio residential consumers. By improving home efficiency and reducing usage a positive impact may be made on utility bills while allowing consumers to maintain comfortable indoor temperatures.

Through its *Save Energy & Money program*, Duke Energy offers several options for its customers. Complete information about these programs is available through its Web site at www.duke-energy.com or by phone at 1-800-544-6900.

Residential Low-Income Pilot Program

This program assists low-income, low-usage natural gas customers by making lower rates available to eligible customers. Initially, the program will accept up to 10,000 participants that meet the eligibility guidelines.

To be eligible for the program the customer must use less than 900 Ccf annually and be at or below 175 percent of the federal poverty guidelines and not currently enrolled in the Percentage of Income Payment Plan.

Ohio Home Weatherization

Duke Energy, in partnership with People Working Cooperatively, offers free energy-saving home upgrades for customers meeting income-qualifying guidelines. These free home weatherization improvements help lower your energy bills and decrease energy usage. Energy conservation measures can also help you improve the overall comfort, durability, and value of your home.

Improvements include furnace or heat pump cleaning and tune up; health and safety check; energy efficient light bulbs; water heater blankets and weather-stripping and piping insulation. Other services may include duct sealing, wall and attic insulation and other air leakage sealing measures.

Call People Working Cooperatively at 513-351-7921 for eligibility requirements.

Energy Maintenance Service

This program is available to assist senior and/or disabled consumers with maintaining their heating and cooling equipment. Homeowners often do not have the knowledge or the physical capabilities to maintain their equipment themselves. To qualify, consumers must have an

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income of 175 percent of poverty level or less, 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. For additional information, e-mail kschroder@duke-energy.com and reference this program.

Home Energy House Call

The Home Energy House Call is a free in-home energy analysis for Duke Energy homeowners who meet the guidelines. The program provides personalized energy information unique to the consumer's home and energy practices. This service is available to Duke Energy customers who own their single-family home and have lived there for at least four months.

A trained energy specialist will visit the home, at the consumer's convenience, to conduct a thorough in-home analysis. The energy specialist will

analyze the total home energy usage, check for air leaks, examine insulation levels, review appliances, and heating/cooling systems.

From the information collected, a custom-tailored report detailing steps the consumer can take to increase efficiency and reduce the energy bill is prepared and mailed within 10 days.

Participants will also receive a free energy efficiency starter kit which includes two compact fluorescent light bulbs, a low-flow showerhead, aerators, a motion sensor night light and outlet gaskets. The energy specialist can install the items at the time of the Home Energy House Call. To schedule an appointment for a free energy analysis, complete the request form or call 1-877-388-7676 to schedule.

The Home Energy House Call is a free program available to the customers of Duke Energy for a limited time on a first-come, first-served basis. Duke Energy may terminate the program at any time without notice.



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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.pickocc.org.



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

Power Manager

Power Manager is a voluntary program that pays customers for reducing their air conditioning use during times of high demand for electricity. Duke Energy will install a free load management switch next to the air conditioner on the outside of the home. This radio-controlled device will cycle the air conditioner off and on when demand is especially high. Cycling events will most likely occur Monday through Friday; mid-morning to early evening and during the months of May through September.

The customer will receive a one-time credit of \$25 or \$35 for signing up depending on which Power Manager program is chosen (programs differ in the amount of load reduction the customer is willing to accept). Each time the Power Manager device is used to cycle down the air conditioning unit the customer receives a credit on their electric bill. Residential customers of Duke Energy who own their single-family home and have functional central air conditioning unit with an outside compressor may sign up for the Power Manager program. To sign-up, call 1-877-392-4848 to enroll by phone or online.



Smart Saver Program

The Smart Saver Program promotes the use of high efficiency heating and cooling systems to help lower energy costs. This program is available to existing and new homes through the heating and air conditioning supplier. A list of heating and air conditioning contractors is available online. Incentives are available to builders, heating and air conditioning dealers, and consumers.

Energy Efficiency Tips

The Web site features a multi-tiered design providing the consumer the opportunity to receive quick customized energy tips. Consumers may

also request an online energy audit and receive 10 self install energy efficiency measures.

Personalized Energy Report

Residential customers can complete a home energy survey and receive a customized energy report of their energy usage. The report will suggest ways to better manage energy costs and provide an *Energy Efficiency Starter Kit* that includes nine easily installed measures including CFLs, a low-flow showerhead and weather-stripping. The survey and report is available through Duke's online services or through the mail for those without Internet access.