Assistance Programs

Heat Relief
• Emergency Shelter
• Cooling & Hydration stations
• 2-1-1 Transportation
• FSL Pilot

Energy Support Programs
• Monthly bill discounts
• Energy Support Program (E-3)
• Energy Support with Medical Program (E-4)

APS Crisis Bill Assistance
• Up to $800 to pay bill
• Distributed by partner agencies

Medical Care Program
• Medically vulnerable customers receive planned outage notifications

Project SHARE
• Funded by customer and employee donations
• Up to $300 to pay bill
• Distributed by Salvation Army

Safety Net
• Designate third party to receive a copy of your bill
Heat Relief

• **Emergency Shelter & Eviction Prevention**
  – Increased our support of the SVdP program

• **Cooling & Hydration Stations**
  – Increased our support of the Salvation Army program
  – 11 more in Metro Phoenix and nearly a dozen more across the state

• **2-1-1 Arizona Transportation Program**
  – Support for program to provide free rides to the nearest cooling shelter for eligible Arizonans

• **FSL Healthy Home Pilot**
  – Emergency A/C Repair or Replacement pilot in Metro Phoenix
Heat Relief

- **Heat Relief on aps.com/assistance**
  - It shows the Heat relief programs and links to other information as well

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**Heat relief programs available to you**

The high-heat days of summer are here, and we have partnered with local organizations to provide heat relief assistance for our most vulnerable populations.

- **Emergency Shelter & Eviction Prevention**
  - In partnership with St. Vincent de Paul, APS will help ensure families have shelter, through eviction prevention assistance or emergency community shelters.
  - Learn more

- **Cooling & Hydration Stations**
  - We are doubling The Salvation Army’s cooling and hydration stations statewide. Station visitors will receive water, sunglasses, lip balm and more.
  - Learn more

- **2-1-1 Arizona Transportation Program**
  - We have partnered with Solaris, Inc. and Lyft, to fill the transportation gap with free rides to cooling shelters for eligible Arizonans who call 2-1-1 Arizona.
  - Learn more

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**Heat related resources for summer**

Many community agencies provide information on staying safe during high heat, including the Red Cross, Maricopa County Heat Relief Network and United Way of Pinal County Heat Relief Network. If you’d like to help those struggling with their energy bills, consider Project SHARE, which is administered by The Salvation Army.

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**Wellness visits**

Don’t forget to check on your neighbors, friends and loved ones who live alone, especially when temperatures are particularly high or low.
Emergency Rental Assistance Program (ERAP)

- Federal ERAP Rental and Utility Assistance
  - Federal Covid relief program funding to assist with their rent or utility bills
  - Significant amount of funding available for qualifying customers
  - Available statewide
  - APS promotes the various application points in our service on aps.com/assistance

Emergency assistance program for renters

Are you struggling to pay your rent or energy bill due to the pandemic, or know someone who is? You may be eligible to receive rental and utility bill assistance for past-due, current or future months’ payments. Funds are subject to availability. See if you qualify using the links below.

Maricopa County
Yuma County
Other areas
Energy Support Programs (E-3)

- **Monthly Customer Bill Discount**
  - 25% before taxes, regulatory assessment and franchise fees

- **Application Process**
  - [aps.com/assistance](http://aps.com/assistance)
  - Submit application and income documents online, mobile app or mail
  - Application available at [aps.com/assistance](http://aps.com/assistance)
  - Agency partners enroll onsite through EAG portal or mail enrollment form

- **Income Requirements**
  - <.200% Federal Poverty Level (FPL)
  - SNAP, TANF, LIHEAP, APS Crisis Bill categorically qualify
  - 24-month recertification
Energy Support Program with Medical Program (E-4)

- **Limited income medically vulnerable customers**
  - Must first qualify for E-3 Energy Support Program (<200% FPL)
  - Mail APS an attending physician’s verification of medical need
  - [aps.com/assistance](http://aps.com/assistance)

- **Monthly Customer bill discount**
  - 35% before taxes, regulatory assessment and franchise fees

- **Other Benefits**
  - Advanced notification of planned outages and limits on disconnection
  - Customers over 200% can also get these benefits, without the bill discount, through the Medical Care program
APS Crisis Bill Assistance

- **Point in time bill assistance** for customers ≤200% FPL and with demonstrated crisis

- **Up to $800** in a 12-month period for qualified customers

- **Covers current and past-due balances, cannot result in credit**

- **Guidelines:**
  - ≤200% FPL
  - Experiencing some sort of Crisis such as:
    - Experience a loss or reduction of income
    - An emergency expense
    - A condition that endangers health or safety
  - Income verified via Crisis Bill network of assistance agencies
Medical Care Program (MCP)

- This is the same as E-4 without the monthly bill discount or requirement for income verification

- Customers with medical vulnerabilities
  - Mail APS an attending physician’s verification of medical need

- Benefits - Advanced notification of planned outages and limits on disconnection
Project SHARE

- Customers can sign up to make a recurring monthly Project SHARE donation on their bill

- APS sends the funds to the Salvation Army
  - APS customers and employee donations go to Salvation Army

- Salvation Army uses the funds to provide Utility Bill assistance
  - $300 max lifetime assistance per customer
  - Demonstrated crisis
  - Prioritize households with elderly, ill, young children and pregnant members
  - Aps.com/assistance
Safety Net

- **Customer can designate anyone as Safety Net partner**
  - Designee receives copy of monthly bill
  - No income requirement
  - Safety Net partner not financially responsible
  - [Aps.com/safetynet](https://Aps.com/safetynet)