

APS Assistance Programs

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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

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 Solari, 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 >](#)

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.

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

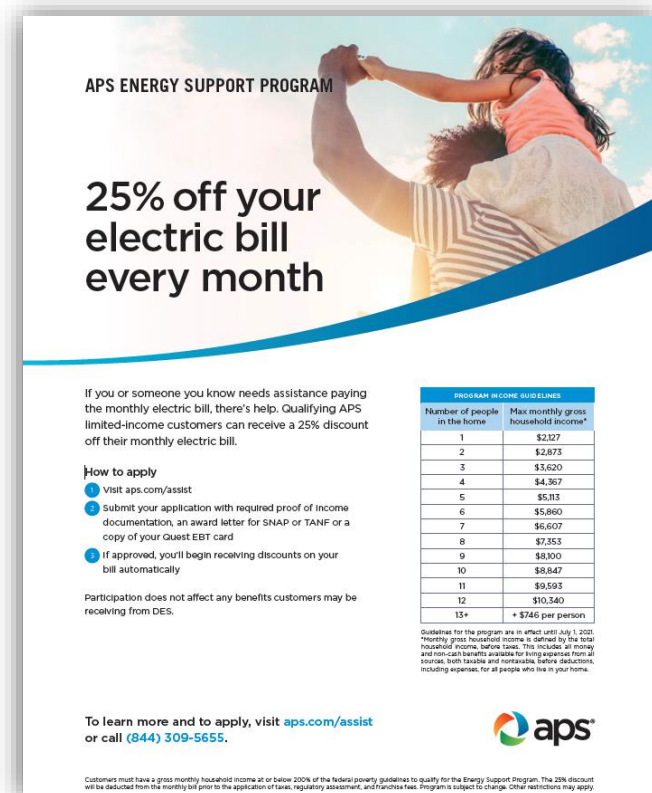
Are you struggling to pay your rent or energy bill due to the pandemic, or know someone who is? You may be eligible to receive rental and utility bill assistance, for past-due, current or future months' payments. Funds are subject to availability. See if you qualify using the links below.

[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**
 - Submit application and income documents online, mobile app or mail
 - Application available at 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



APS ENERGY SUPPORT PROGRAM

25% off your electric bill every month

If you or someone you know needs assistance paying the monthly electric bill, there's help. Qualifying APS limited-income customers can receive a 25% discount off their monthly electric bill.

How to apply

- 1 Visit aps.com/assist
- 2 Submit your application with required proof of income documentation, an award letter for SNAP or TANF or a copy of your Quest EBT card
- 3 If approved, you'll begin receiving discounts on your bill automatically

Participation does not affect any benefits customers may be receiving from DES.

PROGRAM INCOME GUIDELINES	
Number of people in the home	Max monthly gross household income*
1	\$2,127
2	\$2,873
3	\$3,620
4	\$4,367
5	\$5,113
6	\$5,860
7	\$6,607
8	\$7,353
9	\$8,100
10	\$8,847
11	\$9,593
12	\$10,340
13+	+ \$746 per person

*Monthly gross household income is defined by the total household income, before taxes. This includes all money and non-cash benefits available for living expenses from all sources, both taxable and nontaxable, before deductions, including expenses for all people who live in your home.

To learn more and to apply, visit aps.com/assist or call (844) 309-5655.

Customers must have a gross monthly household income at or below 200% of the federal poverty guidelines to qualify for the Energy Support Program. The 25% discount will be deducted from the monthly bill prior to the application of taxes, regulatory assessment, and franchise fees. Program is subject to change. Other restrictions may apply.

Energy Support Program with Medical Program (E-4)



- **Limited income medically vulnerable customers**
 - Must first qualify for E-3 Energy Support Program (\leq 200% FPL)
 - Mail APS an attending physician's verification of medical need
 - **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 $\leq 200\%$ 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:**
 - $\leq 200\%$ 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**