

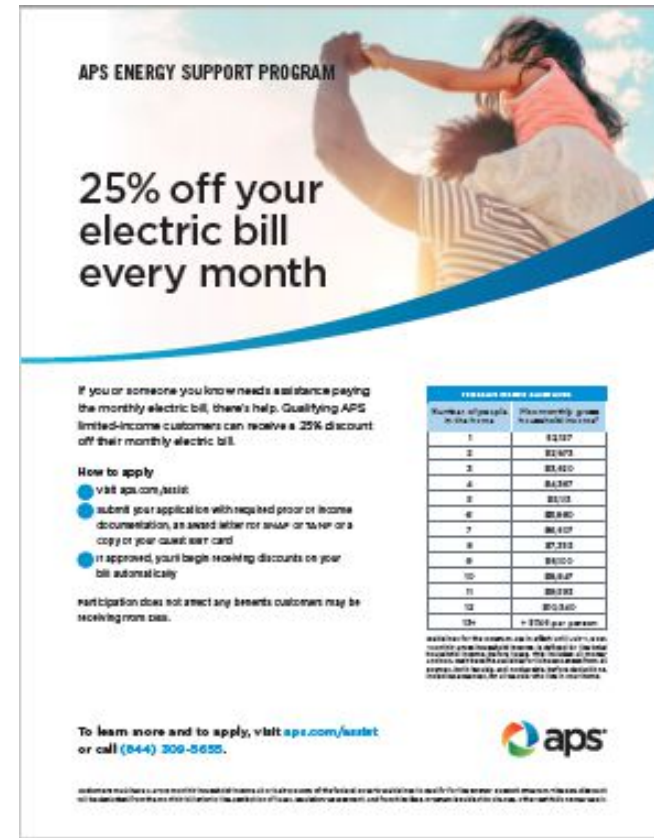
# APS Assistance Programs

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APS Limited Income Programs  
July 20, 2021



# Energy Support Program

- **≤200% of FPL**
- **25% monthly discount**
- **Multiple application channels**
  - [aps.com/assist](https://aps.com/assist)
  - Paper applications through USPS
  - Online
  - Agency partners
  - Auto enrollment
- **Eligibility verified**
  - 1 month household income
  - SNAP or TANF letter
- **Biennial recertification**
- **Does not affect other benefits**



**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**


- visit [aps.com/assist](https://aps.com/assist)
- submit your application with required proof of income documentation, an asset letter for SNAP or TANF or a copy of your qualified card
- if approved, you'll begin receiving discounts on your bill automatically

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

| Number of people in the home | Maximum gross monthly income* |
|------------------------------|-------------------------------|
| 1                            | \$13,137                      |
| 2                            | \$18,673                      |
| 3                            | \$23,610                      |
| 4                            | \$28,047                      |
| 5                            | \$32,084                      |
| 6                            | \$35,821                      |
| 7                            | \$39,258                      |
| 8                            | \$42,295                      |
| 9                            | \$45,032                      |
| 10                           | \$47,469                      |
| 11                           | \$49,506                      |
| 12                           | \$51,143                      |
| 13+                          | + \$2,636 per person          |

\*Maximum gross monthly income for the household. Income is defined as the total household income before taxes, state and federal income taxes, and other deductions. For more information, visit [aps.com/assist](https://aps.com/assist).

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



# Energy Support with Medical Care

- **≤200% of FPL**
- **35% monthly discount**
- **Multiple application channels**
  - [aps.com/assist](https://aps.com/assist)
  - Paper applications through USPS
  - Online
  - EAG portal
- **Eligibility verified**
  - 1-month household income
  - SNAP or TANF letter
- **Annual recertification**
  - Physician's verification required
- **Proactive planned outage notification**

# Crisis Bill Assistance

- Temporary bill assistance
- Up to \$800 a year for qualified customers
- Current and past-due balances
- Guidelines:
  - $\leq 200\%$  FPL
  - Experience a loss or reduction of income
  - An emergency expense
  - A condition that endangers health or safety
  - Income verified
- Project SHARE



APS CRISIS BILL ASSISTANCE

When you need assistance, we're here to help.

An unplanned major expense or an unexpected reduction in income can put anybody in a temporary financial bind. We're here to help. Qualified customers can receive up to \$800 a year to cover a current or past-due APS bill through the Crisis Bill Assistance program.

**How the crisis bill assistance program works**  
The program covers temporary bill assistance to qualified customers in a crisis situation who:

- experience a loss or reduction of income which places them within the income eligibility range
- have an unexpected or a planned expense that causes a lack of resources
- have a condition that endangers their health or safety
- are an APS customer and meet the program income guidelines

| Family Size | Maximum Monthly Gross Income (all income) |
|-------------|---|
| 1           | \$1,127                                   |
| 2           | \$1,473                                   |
| 3           | \$1,820                                   |
| 4           | \$2,167                                   |
| 5           | \$2,513                                   |
| 6           | \$2,860                                   |
| 7           | \$3,207                                   |
| 8           | \$3,553                                   |
| 9           | \$3,900                                   |
| 10          | \$4,247                                   |
| 11+         | \$4,593 per person                        |

For complete program details and to determine eligibility visit [aps.com/assistance](http://aps.com/assistance) or call 2-6-1 for a referral to your local public assistance office.



# Non-Financial Programs

- **Medical Care program**
  - Physician verification
  - Planned outage notifications
  - Annual recertification
  - No income requirement for MCP
  
- **Safety Net**
  - Customer designates a Safety Net Partner
  - Partner receives copy of monthly bill
  - No income requirement
  - Safety Net Partner not responsible for the bill

# Money and Energy Savings

- **Payment Options**
  - Budget Billing
  - Preferred Due Date
  - Auto Pay
- **Alerts**
  - Energy Usage Thresholds
  - Outages
- **Energy Efficiency Tips & Rebates**
  - Air Conditioners
  - Cool Control
  - Duct Repair & Sealing
  - Insulation
  - Smart Thermostat
  - Water Heater Timer
- **Home Performance Survey**

# For More Information:

**[aps.com/assist](https://aps.com/assist)**

**[aps.com/save](https://aps.com/save)**

Program(s) funded by APS customers and approved by the Arizona Corporation Commission. Customers must have a gross monthly household income at or below 200% of the federal poverty guidelines to qualify for the Energy Support program or Energy Support with Medical program. The discount applies to a customer's cost for electricity and does not apply to the regulatory assessment, franchise fee, taxes or charges found in Service Schedule 1 charges. Programs are subject to change. Other restrictions may apply.

**All content provided in this presentation is for informational purposes only.** APS makes no representations as to the accuracy, reliability, completeness, or timeliness of the information provided or applicability to an individual's circumstances. Please visit [aps.com/assist](https://aps.com/assist) and [aps.com/save](https://aps.com/save) for additional information regarding assistance programs and requirements.

