

Program	Can Pay	Max Grant Amount	12-Month Period	Eligibility Criteria	Citizenship Requirement	Crisis/Reason	Payment Guarantee	Notes
APS	<ul style="list-style-type: none"><li>• Current, past due</li><li>• Reconnection, Establishment</li><li>• NO CREDITS GIVEN</li></ul>	\$1,000	2 times	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Must be stated</li><li>• Documents required OR doc verification by CM</li></ul>	<ul style="list-style-type: none"><li>• Online through APS EAG system</li><li>• P: 602.371.6774</li></ul>	<ul style="list-style-type: none"><li>• Can't pay deposits or charges incurred at previous address</li></ul>
Global Water	<ul style="list-style-type: none"><li>• Current, past due, reconnection, service, late fees, deposits</li><li>• Credits can be given</li></ul>	<ul style="list-style-type: none"><li>• \$350-Water/\$350-Sewer: Scottsdale, Tonopah, Eagletail</li><li>• \$700 - Maricopa &amp; Red Rock</li></ul>	Unlimited, but cannot exceed max grant amount	<ul style="list-style-type: none"><li>• At or below 200% FPL <b>OR</b></li><li>• Deployed service member</li><li>• Disabled military</li><li>• Furloughed</li><li>• Medical hardship</li></ul>	NONE	<ul style="list-style-type: none"><li>• Not required</li><li>• Documents required for those using Customer Assistance Programs (see eligibility sheet)</li></ul>	customerservice@gwresources.com <ul style="list-style-type: none"><li>• Must indicate which program was utilized</li></ul>	<ul style="list-style-type: none"><li>• Eligibility requirements based on customer assistance programs offered by utility company</li><li>• Can only receive help from 1 program</li></ul>
SRP Bill Assistance	<ul style="list-style-type: none"><li>• Current, past due, deposits</li><li>• Balances from previous address</li><li>• Reconnection, establishment fees</li><li>• Returned payment fee</li><li>• Credits can be given</li></ul>	\$800	2 times	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Must be stated (inability to pay is considered a crisis)</li><li>• Documents NOT required</li></ul>	<ul style="list-style-type: none"><li>• srpag@srpnet.com</li><li>• P:602.236.3003</li><li>• F:602.914.8732</li></ul>	<ul style="list-style-type: none"><li>• Customer should be given enough to cover outstanding debt &amp; next 30 days of energy usage, based on Customer Usage report (available from SRP)</li></ul>
Southwest Gas - LIEC	<ul style="list-style-type: none"><li>• Current, past due</li><li>• Deposits (up to 25% of agency allocation)</li><li>• Credits can be given</li></ul>	\$400	1 time	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	Not required	<ul style="list-style-type: none"><li>• sca-swgagencies@swgas.com</li><li>• P:877.967.9427</li><li>• F:866.997.9427</li></ul>	<ul style="list-style-type: none"><li>• May include assisting clients who historically cut off their gas in summer months</li></ul>
Southwest GasEnergy Share Bill Assistance	<ul style="list-style-type: none"><li>• Current, past due, deposits</li><li>• Re-establishment fees</li><li>• Late charges &amp; otherfees</li><li>• Credits can be given</li></ul>	\$400	Unlimited, but cannot exceed max grant amount	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Not required for those at or below 200% FPL</li><li>• Required for those above 200% FPL</li></ul>	<ul style="list-style-type: none"><li>• sca-swgagencies@swgas.com</li><li>• P:877.967.9427</li><li>• F:866.997.9427</li></ul>	<ul style="list-style-type: none"><li>• May include assisting clients who historically cut off their gas in summer months</li></ul>
Southwest Gas Energy Share Repair/Replacement	<ul style="list-style-type: none"><li>• Cost associated w/repairing natural gas equipment</li><li>• Replacement costs in cases where repair is impossible or repair costs would exceed replacement costs</li></ul>	\$2000	Unlimited, but cannot exceed max grant amount	<ul style="list-style-type: none"><li>• At or below 200% FPL <b>OR</b></li><li>• Condition that endangers health &amp; safety of household</li><li>• Proof of ownership of appliance</li></ul>	NONE	<ul style="list-style-type: none"><li>• Not required for those at or below 200% FPL</li><li>• Required for those above 200% FPL</li></ul>	X	<ul style="list-style-type: none"><li>• Invoice-total cost from preapproved contractor</li><li>• Client statement indicating repair/ replacement has been completed</li></ul>
Tucson Electric Power (TEP)	<ul style="list-style-type: none"><li>• Current, Past due, Deposits</li><li>• Reconnect &amp; Establishment fees</li><li>• NO CREDITS GIVEN</li></ul>	\$800	1 time	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Must be stated</li><li>• Documents NOT required</li></ul>	<ul style="list-style-type: none"><li>• agencydesk@tep.com</li><li>• P:1.520.917.8418</li><li>• F:1.520.571.4026</li></ul>	X
Unisource Electric (UNSE)	<ul style="list-style-type: none"><li>• Current, Past due, Deposits</li><li>• Reconnect &amp; Establishment fees</li><li>• NO CREDITS GIVEN</li></ul>	\$800	1 time	<ul style="list-style-type: none"><li>• At or below 200% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Must be stated</li><li>• Documents NOT required</li></ul>	<ul style="list-style-type: none"><li>• agencydesk@uesaz.com</li><li>• P:1.866.628.5721</li><li>• F:1.866.870.5163</li></ul>	X
Utility Repair Replacement & Deposit (URRD)	<ul style="list-style-type: none"><li>• Deposits - utility services (water, gas, electric, phone)</li><li>• Repairs - existing utility related appliances or systems</li><li>• Replacement in case where repair is more than replacement</li></ul>	\$4,500	1 time	<ul style="list-style-type: none"><li>• At or below 200% FPL</li></ul>	Primary applicant MUST be U.S citizen or legal resident	NONE	<ul style="list-style-type: none"><li>• See HEAF Policy Manual -Payment guarantees made to designated utility company</li></ul>	<ul style="list-style-type: none"><li>• Any utility company</li><li>• Utility deposit included in client rental agreement &amp; collected along w/rental payments eligible for assistance. (see URRD)</li></ul>
	URRD Waiver	\$9,000						
Warm Spirit Electric & Gas	<ul style="list-style-type: none"><li>• Utility bills- includes current/past dues, deposits, late fees, service establishment &amp; reconnection fee</li><li>• NO CREDITS GIVEN</li></ul>	\$500	X	<ul style="list-style-type: none"><li>• At or below 150% FPL</li><li>• Customer or household member</li></ul>	NONE	<ul style="list-style-type: none"><li>• Must be stated</li><li>• Documents NOT required</li></ul>	<ul style="list-style-type: none"><li>• agencydesk@uesaz.com</li><li>• P:1.866.628.5721</li><li>• F:1.866.870.5163</li></ul>	X