

UTILITY ASSISTANCE - GENERAL

Information applies to all fund sources, unless otherwise specified

INCOME VERIFICATION

(When required by fund source): All sources of household income received during the past 30 days, including the date of application, must be accounted for and verified.

SERVICE PERIOD:

A household may be assisted **once** in a 12-month period for each fund source, unless otherwise specified.

SUBSTITUTE SSN (if necessary):

Zip code + Birthday (for example: if zip code is 85203 and birthday is May 1, 1980, substitute SSN will be **852-03-0501**)

ACCEPTABLE CRISIS REASONS:

Crisis requirements are program specific

1. Loss or reduction of income or public assistance benefits or a delay in receiving public assistance benefits.
2. Unexpected and/or unplanned expense that caused a lack of resources.
3. A condition that endangers the health and safety of the household.

CLIENT FILES MUST CONTAIN:

Additional documents may be required, as specified by individual program summaries

1. Intake sheet with client info and name of Case Worker
2. Verification document for ID of client
3. Citizenship verification (URRD only)
4. Utility bill, matching applicant service address or receipt of fuel purchase
5. Income verification
6. Documents verifying crisis (if required by fund source)
7. Client affidavit form (if utilized)
8. Statement of truth/release of info, signed by client
9. Copy of payment guarantee request

PAYMENT GUARANTEE INFO:

Guarantees should include the following information:

1. Account number
2. Customer name on account
3. Customer address
4. Date of guarantee and guarantee amount
5. Fund source
6. Name of case worker requesting the guarantee
7. Name of organization requesting the guarantee



ARIZONA PUBLIC SERVICE (APS) CRISIS BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including reconnection fees or establishment charges, incurred only at the client's current address. No credits can be given.</p> <p>Cannot pay deposits.</p> <p>Budget Billing: If customer is on Budget Billing and there is a credit balance, only pay the current amount owed. If a customer is on Budget Billing and there is a debit balance owed, pay the current charges and the debit balance up to the customer's eligible Crisis Bill benefit amount</p>
MAXIMUM GRANT AMOUNT:	<p>\$1,000 in a 12-month period. Customers may receive assistance <u>twice</u> in a 12-month period, not to exceed \$1,000.</p>
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines. Client must be the customer of record or a household member.</p> <p>Disconnected accounts are eligible for assistance, but charges incurred at former residences are not eligible.</p>
CITIZENSHIP REQUIREMENT:	<p>None</p>
CRISIS:	<p>Crisis reason must be stated on application. Documents verifying crisis are required or the Case Manager may document in file that documents verifying crisis were viewed.</p>
PAYMENT GUARANTEE:	<p>Online through the APS EAG system. Call the APS Caps Team (602) 371-6774 for questions and assistance.</p>

GLOBAL WATER LOW INCOME RELIEF TARIFF PROGRAM SUMMARY

WATER COMPANIES:

Santa Cruz Water Company (Pinal County) (Water – Maricopa, Red Rock, Picacho Cove Utility in Coolidge)
Palo Verde Utilities Company (Pinal County) (Sewer – Maricopa, Red Rock, Picacho Cove Utility in Coolidge)
Twin Hawks Utility (Pinal County) (Water – Marana)
Tortolita Water Company (Pima County) (Water – Marana)
Lyn Lee Water Company (Pima County) (Water- Marana)
Mirabell Water Company (Pima County) (Water – Three Points in Tucson)
Francesca Water Company (Pima) (Water – Three Points in Tucson)
Rincon Water Company (Pima County) (Water – Vail)
Las Quintas Serenas Water Company (Pima County) (Water – Sahuarita)
Farmers Water Company (Pima County) (Water – Sahuarita, Green Valley)
Belmont Water Company (Maricopa County) (Water Utility of Greater Tonopah, Water Utility of Northern Scottsdale, Eagletail Water Company)

CAN PAY:

Current and past due charges, deposits, late fees, reconnection fees, service fees, returned payment fees, after hours service fees (where applicable). Installation of a back-flow prevention assembly if such assembly is required by tariff of the Global Water Utilities. Credits can be given.

MAXIMUM GRANT AMOUNT:

\$350.00 for water customers and \$350.00 for sewer customers in North Scottsdale, Tonopah and Eagletail.

\$700.00 for customers in Maricopa and Red Rock.

Customers may be assisted more than once in a 12-month period. The total amount of assistance within the year cannot exceed \$350.00 for water and \$350 for sewer for customers in North Scottsdale, Tonopah and Eagletail and \$700.00 for customers in Maricopa and Red Rock.

Clients can only receive assistance from one Customer Assistance Program; listed under Eligibility Criteria.

ELIGIBILITY CRITERIA:

Client must be customer of record and fall within one of the following Customer Assistance Programs:

- 1. Low-Income Program:** Household income must be at or below 200% of the federal poverty guidelines. Clients must not have a history of meter tampering or lock-cutting within the last two years.
- 2. Deployed Service Member Program:** Service member must be on active duty for any of the armed forces, as defined by 10 U.S.C. 101(a)(4) and including any member of the Reserves or National Guard called to active duty OR be deployed, on a deployment that is not a “permanent change of station” and have a primary residence in the Company’s service area.

Each service member’s eligibility must be verified based on written orders from the service member’s command.

- 3. Disabled Military Veteran Program:** Client must have been on active duty for any of the armed forces, as defined by 10 U.S.C. 101(a)(4); including any member of the Reserves or National Guard called to active duty AND been honorably discharged from the armed forces AND have a permanent disability rating related to their military duty service, as demonstrated by a medical discharge or other written documentation from the US Department of Defense or Department of Veteran Affairs.

4. **Furloughed Worker Program:** Client must have been employed in good standing with an employer AND provide written evidence that the person has been temporarily laid off, subject to recall or furloughed by an employer.
5. **Medical Hardship Program:** Customers, customers' spouse or customers' qualifying dependent may have experienced a medical issue resulting in unexpected medical costs. To qualify the person must be qualified for Social Security Disability Benefits, as evidenced by notice from the SSA OR be qualified for other short-term or long-term disability insurance benefits, as evidenced by a letter from the insurer OR have experienced hospitalization of more than five (5) days within the last year OR provide documentation that the customer, customer's spouse, or a person claimed as a dependent on the customer's federal tax return, is currently on leave under the Family and Medical Leave Act of 1993, as amended 29 U.S.C 2601 et seq., or has been on such leave within the past year.

CITIZENSHIP REQUIREMENT:

None.

CRISIS:

A crisis reason is not necessary. Required documents are outlined in the Customer Assistance Programs; listed under Eligibility Criteria.

PAYMENT GUARANTEE:

Email to customerservice@gwresources.com must indicate which Customer Assistance Program was utilized.

Fax: (520) 568-6367; must indicate which Customer Assistance Program was utilized.

HEAT RELIEF INITIATIVE PROGRAM SUMMARY

The Emergency Heat Relief Initiative is a response to the state of emergency declared by the governor of Arizona in 2023. It is the result of fundraising efforts by Wildfire and generous donations from utility companies, foundations, HVAC contractors and others throughout the state of Arizona. The funds are designated for repairs, replacements, or new installations of HVAC units.

CAN PAY:

Repairs to existing HVAC units or systems as standalone costs.
Replacement or installation costs for HVAC units, including any duct and electrical work necessary for job completion.
Follow-up costs to educate and assist households with extended warranty registration and system maintenance to ensure longevity. Mini-split units are allowable, while window and portable units are not, however they are potentially allowable under URRD.

Priority should be given to households in immediate danger of heat-related illnesses or deaths. Funds from this program can be utilized in conjunction with other sources, especially in cases where additional work must be performed later to ensure long-term sustainability of the HVAC replacement.

MAXIMUM GRANT AMOUNT:

\$1,500 per household for standalone HVAC repairs.
\$10,000 per household for replacement/installations.
Both amounts can be exceeded if necessary; however, participating partners will be given a requirement in their contracts to serve a minimum number of households.

ELIGIBILITY CRITERIA:

Household income must be at or below 200% of the current, Federal Poverty Level (FPL) guidelines. Exceptions can be made with Wildfire approval.

The applicant must be the owner of the HVAC appliance or system to be repaired and/or replaced.

CRISIS:	Households in immediate, heat-related danger should be prioritized.
CITIZENSHIP REQUIREMENT:	None
ADDITIONAL DOCUMENTS:	(1) Invoice for total costs from a pre-approved contractor; (2) client statement indicating that work has been completed satisfactorily; (3) documentation of post-replacement inspection by qualified staff or contractor; (4) proof of client ownership of the HVAC appliance or system.
ADDITIONAL REQUIREMENTS:	<p>Participating partners will be required to assist in Wildfire's ongoing data collection efforts for fundraising purposes.</p> <p>All client recipients must be assisted to enroll in all available utility discount programs or be given actionable information about how to enroll and/or information on how to receive assistance to enroll.</p>



SALT RIVER PROJECT (SRP) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, reconnection fees, establishment charges, deposits and balances from a previous SRP address.</p> <p>Credits can be given to clients under circumstances where the Case Manager determines that the funds are necessary for the financial stability of the client. Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.</p> <p>Payments can be given to clients who are already enrolled in the Budget Billing program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.</p> <p>Payments for clients enrolled in the M-Power Program should be enough to cover outstanding debt and the next 30 days of energy usage, based on the Customer Usage Report (available from SRP), taking into account upcoming weather conditions.</p>
MAXIMUM GRANT AMOUNT:	<p>\$800.00. Customers can receive assistance twice in a 12-month period.</p>
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines.</p> <p>Client must be customer of record or a household member.</p>
CITIZENSHIP REQUIREMENT:	<p>None</p>
CRISIS:	<p>Crisis reason must be stated on application. Documents verifying crisis are NOT required. An inability to pay a bill is considered a crisis.</p>
PAYMENT GUARANTEE:	<p>Email: SRPEAG@srpnet.com</p> <p>Phone: (602) 236-3003; FAX:(602) 914-8732</p>



SOUTHWEST GAS LOW-INCOME ENERGY CONSERVATION (LIEC) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including deposits. Up to 25% of the agency's allocated funds can be used to assist clients with deposits.</p> <p>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client. Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.</p> <p>This may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall that they might have trouble paying. Crediting them in the spring/summer months can allow them to avoid such fees.</p>
MAXIMUM GRANT AMOUNT:	<p>\$400.00. Customers can receive assistance once in a 12-month period.</p>
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines.</p> <p>Client must be the customer of record or apply for assistance by named proxy.</p>
CITIZENSHIP REQUIREMENT:	<p>None</p>
CRISIS:	<p>Not required.</p>
PAYMENT GUARANTEE:	<p>Email: SCA-SWGAgencies@swgas.com</p> <p>Phone: (877) 967-9427</p> <p>Fax: (866) 997-9427</p>



SOUTHWEST GAS ENERGY SHARE – BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including deposits, late charges, reestablishment fees, and other related costs or fees.</p> <p>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client. Credits must be given only to clients whose circumstances truly warrant them and case notes should outline the details of the decision-making process.</p> <p>Credits may assist customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall.</p>
MAXIMUM GRANT AMOUNT:	<p>\$400.00. Customers may receive assistance <u>multiple times</u> in a 12-month period, provided the total assistance does not exceed \$400 within that period.</p>
ELIGIBILITY CRITERIA:	<p>Clients must have household income at or below 200% of federal poverty guidelines, a verified financial crisis or an unexpected financial difficulty.</p> <p>Client must be the customer of record or a household member.</p>
CITIZENSHIP REQUIREMENT:	<p>None</p>
CRISIS:	<p>Not required for clients whose household income is at or below 200% of FPG. For clients whose household income is above 200% of FPG, documentation verifying crisis must be include in the case file.</p>
PAYMENT GUARANTEE:	<p>Email: SCA-SWGAgencies@swgas.com</p> <p>Phone: (877) 967-9427; Fax: (866) 997-9427</p>



SOUTHWEST GAS ENERGY SHARE – REPAIR/REPLACEMENT PROGRAM SUMMARY

CAN PAY:	Costs associated with repairing natural gas equipment or replacement costs in cases where repair is impossible, or repair costs would exceed replacement costs.
MAXIMUM GRANT AMOUNT:	\$2,000.00. Customers may receive assistance <u>multiple times</u> in a 12-month period, provided that the total assistance does not exceed \$2,000 within that period.
ELIGIBILITY CRITERIA:	<p>Clients must have household income at or below 200% of the current Federal Poverty Level (FPL) guidelines, OR a condition that endangers the health and safety of the household.</p> <p>Client must be the customer of record or a household member.</p> <p><i>For appliance repair/replacement:</i> Proof of ownership of the appliance is required.</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	<p>Not required for clients whose household income is at or below 200% of FPG. Clients whose household income is above 200% of FPG may be assisted if they are experiencing a condition that endangers the health and safety of household members. Crisis reason must be stated on the application. Documents verifying crisis are NOT required.</p>
ADDITIONAL DOCUMENTS:	<p><i>For appliance repair/replacement:</i></p> <ol style="list-style-type: none">(1) Invoice for total costs from pre-approved contractor(2) Client statement indicating that repairs/replacements have been completed(3) Documentation verifying client ownership of the appliance

TUCSON ELECTRIC POWER (TEP) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including reconnection fees and establishment charges. Can pay deposits.</p> <p>No credits can be given on any accounts.</p> <p>Payments can be given to clients who are already enrolled in the Budget Billing Program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.</p>
MAXIMUM GRANT AMOUNT:	<p>\$800.00. Customers can receive assistance once in a 12-month period.</p>
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines.</p> <p>Client must be the customer of record or a household member.</p>
CITIZENSHIP REQUIREMENT:	<p>None</p>
CRISIS:	<p>Crisis reason must be stated on application. Documents verifying crisis are NOT required.</p>
PAYMENT GUARANTEE:	<p>Email: AgencyDesk@tep.com</p> <p>Phone: 1-520-917-8418 Option 4</p> <p>Fax: 1-520-571-4026</p>



TRICO ASSISTANCE PROGRAM SUMMARY

CAN PAY:	Utility bills, rent, mortgage, food, medical bills and other emergency needs at the discretion of the Participating Agency. Replacement of appliances only in cases where repair cost would exceed replacement cost. For repair/replacement, the applicant must be the owner of the appliance or home, as applicable.
MAXIMUM GRANT AMOUNT:	\$800.00. Customers may receive assistance <u>multiple times</u> in a 12-month period, provided that the total assistance does not exceed \$800.00 within that period
ELIGIBILITY CRITERIA:	Household income must be at or below 200% of the federal poverty guidelines. Households must be in Trico service area; within Pima, Pinal and Santa Cruz Counties. A Trico customer must reside in the household.
CITIZENSHIP REQUIREMENT:	None.
CRISIS:	Crisis reason must be stated on application. Documents verifying crisis are NOT required.
ADDITIONAL DOCUMENTS:	Copy of the rental agreement or a note from the landlord for utility costs included in rent, if applicable. For repair/replace, proof of ownership of the appliance or home.



UNISOURCE ELECTRIC (UNSE) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	Current and past due charges. Can pay deposits, reconnect fees and establishment charges. No credits can be given on any accounts.
MAXIMUM GRANT AMOUNT:	\$800. Customers can receive assistance once in a 12-month period.
ELIGIBILITY CRITERIA:	Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines. Client must be the customer of record or a household member.
CITIZENSHIP REQUIREMENT:	None
CRISIS:	Crisis reason must be stated on application. Documents verifying crisis are NOT required.
PAYMENT GUARANTEE:	Email: AgencyDesk@uesaz.com Phone: 1-866-628-5721 Fax: 1-866-870-5163

URRD HVAC WAIVER PROGRAM SUMMARY

Overview of the Program:

Participants in this program may use URRD funds in excess of the normal \$4,500 limit, up to a total of \$9,000 for a single household, to repair or replace an existing HVAC unit or system in emergency situations.

Guidelines:

- Up to 20% of a participating agency's URRD allocation for the fiscal year may be utilized in this program. An alternate percentage may be negotiated with Wildfire, if required.
- Waivers must be reserved for heating and cooling emergencies and must not preclude or supplant the weatherization process for clients who qualify for weatherization services.
- The minimum energy efficiency rating for replacement units is 14 SEER.
- All other existing guidelines of the URRD fund source remain the same.

Procedure:

1. Client data for each job performed in this program must be entered into GMS directly or by monthly integration, in the same manner as other URRD jobs. As the Service Type, select "HVAC Waiver."
2. All funds included in these waiver applications will count toward the agreed-upon funding limit for the program, as defined in the contract.

UTILITY REPAIR REPLACEMENT AND DEPOSIT (URRD) PROGRAM SUMMARY

The Utility Repair, Replacement and Deposit (URRD) fund was established by state law (A.R.S. §46-731) to provide assistance to low-income individuals in crisis situations with deposits for utility services and to make needed repairs and/or replacements to existing utility-related appliances or systems. In January 2007, A.R.S. §46-731 was revised to require abandoned deposits to be administered by a qualified fuel fund entity.

CAN PAY: **Deposits** for utility services (electric, gas, water, telephone)
Repairs to existing utility related appliances or systems
Replacements of existing utility related appliances only in cases where repair costs would exceed replacement costs or when an appliance is found to be inoperable with repairs. Replacement appliances must have an Energy Efficient Star Rating.

Guidelines for Deposits

CAN PAY:	Deposits for any utility company. Utility deposit included in a client's rental agreement and collected along with rental payments are eligible for assistance.
MAXIMUM GRANT AMOUNT:	\$4,500 Customers can receive assistance once in a 12-month period.
ELIGIBILITY CRITERIA:	Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines.
CRISIS:	None needed.
CITIZENSHIP REQUIREMENT:	Primary applicant must be U.S. citizen or legal resident.
ADDITIONAL DOCUMENTS:	Citizenship/Legal Resident status verification for primary applicant Copy of the rental agreement or a note from the landlord for utility costs included in rent Payment guarantees made to the designated utility company

Guidelines for Repairs/Replacements

Ownership:

The applicant must be the owner of the appliance or system to be repaired and/or replaced. The following documents can be used to verify ownership:

1. Purchase receipt provided by the client, or
2. Statement of ownership, signed by the client

A qualified individual of the agency, vendor, or trained weatherization contractor may complete inspection of the needed repair and/or replacement.

<i>Eligible Appliance & Systems</i>	<i>Ineligible Appliances & Systems</i>
Water Heater	Television
Cooking Stove	Radios
Microwave	VCRs
Furnaces	Hair Dryers
Air Conditioner	Blenders
Home Telephone (landline only)	Cable TV
Evaporative Coolers	Satellite Receivers
Refrigerators	Water Softener
Washer/Dryers	Dishwasher
Electrical Panels	Water Pump
HEPA Filters	Water Tank
	Pressure Tank

For appliance repair and/or replacement not listed, please contact Wildfire at HEAF@wildfireaz.org.

MAXIMUM GRANT AMOUNT:

\$4,500. Clients can receive assistance once in a 12-month period.

ELIGIBILITY CRITERIA:

Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines.

The applicant must be the owner of the appliance or system to be repaired and/or replaced.

A qualified individual of the agency may conduct inspection of the needed repair and/or replacement.

CRISIS:

Crisis reason must be stated on application. Documents verifying crisis are NOT required.

CITIZENSHIP REQUIREMENT:

Primary applicant must be a U.S. citizen or legal resident.

ADDITIONAL DOCUMENTS:

Citizenship/Legal Resident status verification for primary applicant.

(1) Proof of ownership of appliance or system (receipt or client statement is acceptable); (2) Invoice for total costs from pre-approved contractor; (3) Client statement indicating that repairs/replacements have been completed and are satisfactory.

PAYMENT FOR WORK:

Payment must be made after completion and inspection of work, client confirmation that work was completed and is satisfactory, and receipt of appropriate documentation such as an invoice with the client's signature.



WARM SPIRIT ELECTRIC & GAS FUND PROGRAM SUMMARY (Funds Provided by UniSource Energy)

CAN PAY:	Utility bills, including current and past due charges, deposits, late fees, service establishment and reconnection fees. No credits can be given on any accounts.
MAXIMUM GRANT AMOUNT:	\$500.00
ELIGIBILITY CRITERIA:	Household income must be at or below 200% of the current Federal Poverty Level (FPL) guidelines. Client must be the customer of record or a household member.
CITIZENSHIP REQUIREMENT:	None
CRISIS:	Crisis reason must be stated on application. Documents verifying crisis are NOT required.
PAYMENT GUARANTEE:	Email: AgencyDesk@uesaz.com Phone: 1-866-628-5721 Fax: 1-866-870-5163