

Utility And Short Term Crisis Assistance



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COMMUNITY PARTNERSHIP

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Utility Assistance Information

Part One: If You're Unable to Pay Your Bill

If You Cannot Make Your Payment

There are things you can do to avoid having your electricity, natural gas, or telephone service shut off. The most important step is to **CALL your utility company as soon as possible** to let them know your situation. The longer you wait, the less time there is to address your payment problem before a shut off occurs. It is easier for utility companies to work with you when you have communicated with them about your financial difficulties and are making a real effort to pay your bill. Utility companies want to avoid shut-offs, not only because they cost the companies time and money, but also because of the effects a loss of service has on the lives of individuals and families.

If you are disconnected for non-payment, you may be charged a fee to reconnect your utility service, and you may be required to put down a larger deposit before the utility company will reconnect your service again. Should you be disconnected for non-payment and do not reconnect, any deposit monies you have paid may be applied to your outstanding balance.

How to Get Help

For customers who are having financial difficulties, most utility companies provide helpful services such as payment plans, credit counselors, or customer advocates for billing problems. Utility companies also work with social service and government agencies that provide programs to help low-income people with utility bills (see programs listed).

- **Crisis bill assistance may be available.** Call your Community Action Program for information. There are more than 30 **Community Action Programs (CAPs)** and sites in Arizona which provide utility assistance to low-income individuals through a variety of programs. If you are in a crisis situation and cannot find a way to pay your utility bills, contact your local Community Action Program (see page 4) to see if you are eligible for assistance. Most programs require that you meet certain criteria, including an income limit. Please keep in mind that money for these programs is limited each month.

Energy education programs can teach you how to save money on your gas or electric bill; the more you know about how to use energy wisely, the more you can save. Check with your local Community Action Program for referrals to energy education workshops.

If your bill is higher than usual for a given month, you may have an appliance (such as an air conditioner or refrigerator) that is not working properly and is using too much energy. There is also a very small possibility that you may have been accidentally over-billed. In either case, check with your utility company if you have questions about your bill.

Part Two: Take Control & Lower Your Bill

If you are or anticipate having trouble paying your electric, or gas bill or if you just want to keep more of your money for your family, your utility company or Community Action Program can provide you with more information about ways to save money by using less energy. You can also visit the U.S. Department of Energy website, <http://www1.eere.energy.gov/consumer/tips/> or www1.eere.energy.gov/consumer/tips/ for Energy Savers: Tips on Saving Energy and Money at Home.

The following are some actions and programs to consider:

- **Use energy wisely.** Set your air conditioner or heater thermostat a few degrees higher (summer) or lower (winter). Every degree change you make equals a 2% to 4% change in your bill. That means that if you change your air conditioning setting from 76 degrees to 80 degrees you may save \$8 to \$16 on a \$100 bill per month.

- **Use less.** Turn off lights when not needed. Unplug the second refrigerator. Keep your refrigerator or freezer full by using plastic jugs of water. Use an evaporative cooler instead of the air conditioner. Some families have saved \$5 to \$40 per month because they worked hard to conserve energy. However, if you don't use very much energy now, you may not save very much.

- **Sign up for a rate discount program.** Most electric and gas utilities have a discount program that can save you up to \$14.00 a month. Over a year, it can add up to much as \$178!

- **Apply for home weatherization.** Weatherization measures, such as insulation, caulking, window and duct repairs, and many others can help reduce your energy use by making your home more energy efficient. You can make some of these changes to your home yourself, such as weatherstripping and planting trees to provide shade to your home.

- **Attend an energy education class.** Call your utility or Community Action Program for more information.

- **Sign up for equalizer payments.** While you will still pay the same amount over a year, equalized payments can make it easier for you to manage the very high monthly bills, since every month the bill will be the same and you can plan for your payment. This also means that, in those months when your bill is very low, it will be a little higher. Check with your utility company for more information.

- **Explore Time of Use rates.** Your family might be a good candidate for lower electric rates if you are gone during the day and don't mind running the air conditioner and doing laundry during evening hours or on weekends. Check with your electric utility.

- **Medical provisions:** Most utility companies maintain a list of customers with life-threatening medical conditions requiring the use of lifesaving electrical equipment. Special provisions may be made for these people, such as advance notification of power outages. To be included on this list, the customer must provide the utility company with documentation of their condition by a licensed physician. Many utilities have rate discounts for qualified medically dependent customers. Check with your electric or gas company.

Home Energy Assistance Fund

Arizona Community Action Association has established a state-wide energy assistance program designed to assist qualified families with short-term crisis services which will allow payment troubled customers to maintain or restore vital utility services.

Grant application intake and utility service counseling is conducted by community-based organizations throughout Arizona.

Individuals seeking assistance should first visit their utilities website or contact their utility customer services department who will then make referrals to agencies in your area.

If you are referred to your local Community Action Program (CAP) Office, please see the list beginning on page 4 for

contact information. Applicants are required to provide proper identification, household income, recent utility bills and/or notices and other documentation. Further details regarding documents and intake processes will be provided when appointments are scheduled.

Short Term Crisis Services (STCS)

Program Description

The Short Term Crisis Services (STCS) program is a state-funded program that provides temporary assistance to low-income persons who have an emergency need that cannot be met immediately by their own income, and resources to help stabilize an immediate financial crisis. STCS may include emergency assistance with:

- Rent or mortgage payments to avoid eviction or foreclosure and prevent homelessness
- Emergency shelter to eligible persons
- Utility payments and utility deposit assistance
- Special needs that will help an individual secure or maintain employment
- Rental deposits (in certain geographic areas only) or 1st months rent.

Short Term Crisis Services are provided by Community Based Organizations (CBOs) including Community Action Agencies and Programs (CAPs) and by homeless and domestic violence shelters. Funds for STCS are limited and the eligibility requirements are very specific. It is possible that a person may apply and qualify but not receive assistance because all funds have been depleted. Funds for these services are provided through a number of resources including Federal, State and local government entities. Monies may also be provided by local charitable (i.e. United Way) and faith-based (i.e. St. Vincent de Paul) organizations.

Eligibility Information

To qualify for STCS, the applicant must meet the following eligibility requirements:

- Be a U.S. Citizen or qualified legal resident
- Be a resident of Arizona at the time of application
- Have a child under the age of 18 that meets US Citizenship or qualified legal resident criteria
- Have a total gross household income not exceeding 125% of the Federal Poverty Guidelines. Income can be slightly higher for households composition including an elderly or disabled individual.
- Applicant must meet one of the crisis reasons, defined as:
 1. A separation of the family that resulted from domestic violence when the applicant cannot return home to access the partner's or shared resources
 2. Loss of income
 3. Unforeseen circumstances that increased expenditures making it difficult to meet the following month's budgeted expenditures.
 4. Have a condition that endangers the health and safety of the household. Household income must still meet the program income guidelines.

Applicant must be able to explain and provide proof of what caused the emergency need for assistance. Assistance is limited to once in a 12 month period per fiscal year (July through June).

How to Apply

Individuals must apply at a local CAP office, homeless shelter or domestic violence shelter. The agency will be responsible for taking an application, interviewing the applicant and determining eligibility. During the interview, the applicant will be asked to provide documents that verify the information entered on the application. Emergency payments for eligible applicants will be made directly to the vendor on the applicant's behalf. No person applying for program services will receive direct cash assistance.

Documents Needed

Applicants must bring documents that show total gross income received within a specified period of time per each agency's guidelines. Applicants are also asked to provide documents that show what the household's need is (i.e. lease agreements, eviction notices, and/or utility bills), and be able to explain and provide proof of what happened that caused the need for assistance. Documents such as identification cards, Social Security numbers, birth certificates and residency information are also necessary to determine eligibility. Each agency may require additional documentation.

Where to Apply

You may apply at the CAP office nearest you or call them for more information. See page 4 for office locations and phone numbers.

Low-Income Home Energy Assistance Program (LIHEAP)

Program Description

LIHEAP is a combined heating and cooling assistance program designed to help qualified low-income individuals pay their utility bills. This Federal program is operated by CAPs and a small number of community-based organizations.

LIHEAP benefits can be used to pay for the current month's electric or gas bill, a past due bill, a utility deposit, late fees, or reconnect fees. **Remember to contact your utility company as soon as possible when you realize you might have trouble paying your bill.**

In some cases, assistance may be provided for water and sewer systems that are directly related to cooling systems in the summer months. Supplemental LIHEAP benefits may be available in crisis situations to provide additional assistance. Assistance is limited to once per 12-month period. The amount of assistance is dependent on factors such as: household size, gross monthly income and energy burden.

Note to rental tenants: If utility costs are included as part of your rent payment, the portion of your rent attributed to utility cost can be paid with LIHEAP benefits.

Eligibility Information

To qualify for this program, the applicant must have an income that falls within the program guidelines. Priority for service is determined at the local agency level. Higher priority is given to:

- Households with a higher energy burden relative to their income
- Households with children under age 6 or a frail elderly and/or disabled individual
- Households with a greater number of members and a very low income

Documents to Bring

Copies of the applicant's gas and/or electric bill, proof of income for the last 30 days, including copies of pay stubs, award letters, and Social Security numbers for all household members.

Where to Apply

Call or visit your local CAP office (See page 4) for more information on how to qualify and apply for LIHEAP.

Arizona Rural Electric Cooperatives

Availability of assistance programs varies among cooperatives. Call the consumer affairs office of your local cooperative for more information.

Mohave Electric Cooperative

Serving Mohave County
928-763-4115

Trico Electric Cooperative

Serving areas around Tucson
520-744-2944

Duncan Cooperative

Serving Southern Greenlee County
928-359-2503

Graham County Electric Cooperative

Serving Graham County
928-485-2451

Sulpher Springs Valley Electric Cooperative

Serving Cochise, Graham, Pima, and Santa Cruz Counties
520-384-2221

Navapache Cooperative

Serving Navajo and Apache counties
928-368-5118

Telephone Assistance Program (TAP)

Program Description

This program provides basic monthly telephone service and installation fees for low-income customers of Qwest telephone company who have a medical need for telephone service.

Eligibility Information

To be eligible for this program, applicant's income must fall within the program rules AND applicant must demonstrate a medical need for telephone service. This program is only available to Qwest customers. There are a limited number of openings in the program.

Documents Needed

The applicant must provide documentation of medical need signed by a doctor. You can find these medical need forms (make sure you are using the DES form) at your local CAP or DES office. Applicants must also provide proof of income for the last 30 days, including copies of pay stubs, award letters, or Social Security checks.

Where to Apply

To apply for TAP assistance, call or visit your local CAP office (see page 4).

Senior Telephone Discount Program (STDP)

Program Description

This program provides a 17% discount on monthly telephone bills to low-income persons age 65 or older. The discount is applied to local telephone rates as well as to inside wire maintenance and installation charges. This state legislated program is available through all telephone companies.

Eligibility Information

To be eligible for this program, applicants must meet income criteria, be 65 years of age or older, and be the head of the household.

Where to Apply

Applications can be obtained at public libraries and CAP offices (see page 4). Eligibility will be determined by the Department of Economic Security, Community Partnerships and Innovative Practices.

Lifeline Telephone Discount Program, and the Link-Up Program

Program Description

Lifeline provides eligible subscribers with a credit of \$8.10 each month on the basic service portion of their telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline Assistance subscribers also may receive blocking of long distance calling on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced connection charges or \$30.00, whichever is less. Link-Up also provides for deferred payment of connection charges without interest. It does not cover the cost of wiring inside the home and is available only one per home address per subscriber. This program is available to Qwest customers only.

Eligibility Information

Telephone service must be in the applicant's name. The applicant must currently participate in at least one of the following public assistance programs to be eligible:

1. Nutrition Assistance Program (Formerly the Food Stamp Program)
2. Federal Public Housing Assistance
3. Supplemental Security Income (SSI)
4. AHCCCS (Medicaid)
5. Low-Income Home Energy Assistance Program (LIHEAP)
6. Temporary Assistance to Needy Families (TANF)
7. State Children's Health Insurance Plan (KidsCare)
8. National School Lunch Program

Where to Apply

To apply for either Lifeline or Link-Up, visit or contact your local CAP Office (see page 4).

Arizona Public Service (APS) Programs

Energy Support Program (E-3) and Medical Care Equipment (E-4) Programs

Program Description

If you are a limited income customer, you may be eligible to receive a discount on your electric bill through the APS Energy Support Program (E-3) or the Medical Care Equipment Program (E-4).

The E-3 and E-4 programs offer a discount of up to 40 percent off the cost of electricity for customers who meet certain income guidelines listed in the brochure application.

The Medical Care Equipment Program (E-4) is designed to provide additional relief on energy costs for customers that operate life-sustaining medical equipment

The discount varies depending on how much electricity is used each month; the less you use the higher the discount

E-3 Monthly Energy Use Discount: E-4 Monthly Energy Use Discount:

0-400	kwh	40%	0-800	kwh	40%
401-800	kwh	26%	801-1400	kwh	26%
801-1200	kwh	14%	1401-2000	kwh	14%
Over 1200	kwh	\$13.00	Over 2000	kwh	\$26.00

Eligibility Information

You may qualify for the discount if you have an APS account in your name and your household income is 150% of the Federal poverty guidelines. If the account is not in the name of the applicant, contact your local APS office for assistance. Medical Care Equipment Program (E-4) applicants can also be eligible for our Medical Care Program and complete our online application. Questions may be answered by contacting a Medical Care Program Representative by e-mail at medcareprog@aps.com or by phone at 602-371-6884 or outside Phoenix at 1-800-253-9408.

How to Apply

Fill out an application and send it to APS; it is already stamped and addressed. Applications can be found at all APS business offices, CAP offices, senior centers and food banks or online at www.aps.com. Once an application is received, it takes approximately 30-45 days to process.

Where to Apply

For more information on applying for this discount, obtaining an application or determining eligibility, call APS. Telephone assistance is available 24 hours a day, 7 days a week.

In Phoenix 602-371-7171
Outside of Phoenix (toll free) 1-800-582-5706

Please refer to your telephone book for a listing of local APS offices.

The APS Spanish Line is available to provide service and customer information in Spanish by calling:

In Phoenix 602-371-6861
Outside Phoenix (toll free) 1-800-252-9410

Energy Wise Low-Income Weatherization Program

Program Description

The Energy Wise Low-Income Weatherization Program is designed to help APS customers whose household income does not exceed 200% of the Federal poverty guidelines. It is designed to achieve affordable electric bills through home weatherization and repair. Examples of measures that might be done to improve energy efficiency are: air conditioning and cooler tune up, duct repair, attic insulation, window treatments, and in-home education on how to conserve energy and lower electric bills. Qualified participants may receive up to \$6,000 in home weatherization and repairs. Bill assistance is also available to help pay past due electric bills.

Eligibility Information

The applicant must be an APS residential customer, have the account in their name and have a low household income that meets program eligibility rules. If an account is not in the name of the applicant, contact your local APS office for assistance.

Where to Apply

To apply, contact your local CAP office (see page 4).

Medical Care Program

Program Description

The Medical Care Program is an outage preparation and notification program for customers with a medical condition requiring the use of electric medical equipment or a terminal illness of any kind.

The intent is to provide appropriate information to assist the customer in making back up plans.

The program gives advanced notification in the event of a planned outage. During an unplanned outage, the coding placed on the account is used to prioritize the order. Priority is based on the type of outages APS is currently working and the type of outage the customer is experiencing. These customers DO NOT need to have a limited income.

How to Apply

Fill out an application and send it to APS; it is already stamped and addressed. Applications can be found at all APS business offices, or online at www.aps.com. You can also contact the Medical Program at 602-371-6884.

Equalizer™

Equalizer can help you manage your budget by evening out the seasonal highs and lows of your monthly electric bill.

To sign up for Equalizer or talk to a **Customer Associate**, call APS at 602-371-7171 in the Phoenix area, or at 1-800-253-9405.

Safety Net

If you or someone you know is elderly, sick, is a shut in or away from home often, it's possible to overlook a utility bill or Shut Off Notice. To protect your health and safety by preventing any unnecessary disruption in your electric service, APS offers the voluntary Safety Net program.

You can designate a friend, relative or community agency to remind you to pay your APS bill. APS will send that person or agency a copy of any late notice you receive, as well as a copy of any notice that your service may be stopped due to unpaid

bills. The duplicate notices give the third party an opportunity to bring any late bills to your attention and offer you advice or aid. They will not be able to discuss your account or be held financially responsible.

Applications can be found at all APS business offices, or online at www.aps.com. You can also contact the Customer Care Center at 602-371-7171 or outside the Phoenix area at 1-800-253-9405.

SRP Programs

Economy Price Plan (EPP)

Program Description

The Economy Price Plan (EPP) program offers \$17.00 credit on your SRP bill each month to eligible customers. SRP M-Power customers receive a \$17.00 credit on the first day of each month.

Eligibility Information

Residential customers are eligible for this discount if they have an SRP account in their name, live at the residence where the discount will be received, and meet the low-income guidelines for this program. SRP notifies EPP participants when it is time to reapply each year.

How to Apply

Fill out an application and send it to SRP in the self-addressed, postage paid envelope provided with the application. Once the application is received, it can take up to 60 days to process.

Where to Apply

- **By phone at 602-236-8888**
- **In person at our SRP's Customer Business Office**
- **On-line at www.srpnet.com/prices/economy.aspx**
- **You can also apply at your local CAP office (see page 4)**

Customer Resource Counselors

Customer Resource Counselors work with customers who are having a financial crisis. The counselors explore programs that best fit the customer's needs, work with customers to create payment plans and refer to agencies for possible energy assistance, emergency food, clothing, and rent or mortgage assistance. Customers can call **602-236-8888** to discuss their unique situation.

Ombudsman Service

SRP's Consumer Ombudsman Office offers a variety of dispute resolution services, free of charge, to customers with unresolved power or water issues.

SRP Consumer Ombudsman

PAB 240
P.O. Box 52025
Phoenix, AZ 85072-2025
602-236-2196
ombuds@srpnet.com

SRP M-Power® Program

SRP M-Power is a pre-pay electric program that is easy to use. You can purchase electricity when you need it, on your own schedule, and only in amounts you want. It is similar to a prepaid cell phone. SRP will install a special meter and provide a user display terminal (UDT) and a smart card to purchase power. The UDT lets you know how much you are spending on electricity, and the amount of credit remaining. This information

helps you control energy usage and helps to make cost saving choices.

You can buy electricity with the Smart Card at one of many SRP PayCenters located around the valley; many are open 24 hours a day. The UDT reminds you when you are running low and need to buy more electricity before it runs out and your electricity goes off. There are no late payment fees or reconnect fees with SRP M-Power. You are in total control with M-Power.

To find out more, or to sign up for SRP M-Power, contact SRP at **602-236-8855**.

Low Income Weatherization Assistance Program

Program Description

The Low Income Weatherization Assistance Program provides FREE home energy audits, energy saving tips, and energy improvements that help achieve affordable electric bills to SRP customers. Examples of improvements may include: air conditioner or cooler tune-up, window repairs, duct repairs, attic insulation, and other possible improvements based on your residence.

Eligibility Information

The applicant must be a SRP customer, have an account in their name, be a homeowner, and a house income that meets the program guidelines set by the U.S. Department of Energy's Weatherization Assistance Program. For more information, visit SRP's website at www.srpnet.com/energy/powerwise/weatherization.aspx.

Where to Apply

To apply, contact your local CAP office (see page 4)

SRP Bill Assistance

Program Description

SRP Bill Assistance is available to help pay SRP bill for a customer experiencing a hardship or a crisis.

Eligibility Information

To qualify for this assistance, the applicant must be a SRP customer, have a hardship, and the household income match the guidelines for the Low Income Home Energy Assistance Program (LIHEAP).

Where to Apply

To apply, contact your local CAP office (see page 4).

Additional Free SRP Services and Programs to Help You Budget and be in Control

Custom Due Date: You can choose the day of the month at your electric bill is due.

Managed Payment Plan: smoothes out highs and lows of seasonal electric bills

Medical Life Support Equipment discount program (eligibility depends on medical life support equipment used)
Safety Net This program allows SRP residential electric customers to notify a third party "Safety Net partner," such as a relative or friend, if their bill becomes delinquent. That partner would receive a copy of the delinquent bill so they may notify the customer and encourage them to pay the bill so their power remains on. People who may want to have a Safety Net partner could include the elderly, disabled, or college students.

Bills in Spanish Large print bills

For more information, please contact us:

602-236-8888 Residential Customer Services

800-258-4777 for customers outside Maricopa County

602-236-1111 for Spanish speaking customers

Southwest Gas Programs

Low-Income Ratepayer Assistance Program (LIRA)

Program Description

The LIRA Program provides a 20% discount November 1 through April 30 on the first 150 therms of natural gas used each month; any monthly usage over 150 therms is charged at the regular residential rate. The LIRA Program also provides a lower base service charge, as well as a year round discount on the service establishment and/or re-establishment charge.

Eligibility Information

As a Southwest Gas customer, you qualify for LIRA if you receive service under Rate Schedule No. G-5, Residential Gas Service, the account is in your name, and total gross annual income of your household falls within the current low-income guidelines specified by the program.

How to Apply

Complete an application on-line at www.swgas.com/assistance/az/lira or contact Southwest Gas or any CAP office (see page 4) for an application to be sent directly to your home. The application is self addressed and postage paid for your convenience. Simply return the application to Southwest Gas for processing.

Your signature on the application authorizes Southwest Gas to determine and verify eligibility for the discount. An electronic signature is required for online applications.

Documents to Bring

In order to determine eligibility, Southwest Gas may require proof of income such as tax returns, paycheck stubs, government benefit check stubs or other government or employer records as appropriate.

Where to Apply

Visit www.swgas.com/assistance/az/lira or call Southwest Gas at 860-6020 for the local Southwest Gas office closest to you. For CAP locations, see page 4.

Low-Income Energy Conservation (LIEC) Program

Program Description

The LIEC weatherization program provides free audits, conservation education, and comprehensive weatherization materials that increase energy efficiency and safety in the homes of income qualified customers. Whether you own or rent your residence, the Southwest Gas Low-Income Energy Conservation Program, in partnership with the Arizona Department Of Commerce Energy Office, can assist you with money-saving home improvements to increase the energy efficiency of your home.

Energy saving measures are available to income-qualified customers at no cost. Examples of energy saving measures which may be installed are caulking, weatherstripping, duct work and window repairs. Program eligibility is determined by income guidelines set by the U.S. Department of Health and Social Services.

Eligibility Information

In order to participate in this program, a customer must meet the income qualifications set forth by the U.S. Department of Energy's Weatherization Assistance Program. Visit www.swgas.com/efficiency/az/liec or call Southwest Gas at (877) 860-6020 to see if you qualify.

Where to Apply

To request the Southwest Gas LIEC program, contact your local CAP office (see page 4).

Low-Income Energy Conservation (LIEC) Program Bill Assistance

Program Description

The Southwest Gas Bill Assistance program is a short-term aid for income qualified Southwest Gas customers who are facing a hardship or find themselves in a crisis.

Eligibility Information

For program eligibility and to see if you qualify, visit swgas.com/assistance/az/liec or contact Southwest Gas at (877) 860-6020

Where to Apply

To apply, contact your local CAP office (see page 4).

Equal Payment Plan (EPP)

EPP is a convenient program for residential customers that evenly distributes your annual gas costs into estimated equal monthly payments. Your usage will be reviewed on a quarterly basis and your payment may be adjusted.

By enrolling in the EPP, you will know what the amount of your bill will be each month and be assured that it will be paid on time.

Tucson Electric Power (TEP) Programs

Rate Lifeline Discount Rate Programs

Program Description

The Lifeline Program assists customers who are living on a limited income by offering a discount on residential electric bills. The less power the customer uses each month, the higher the discount for that month. Low-income customers with certain medical situations may be eligible for additional discounts.

Lifeline Discount

Lifeline provides qualifying customers with \$8 off their TEP residential bills each month. To be eligible for this discount you must:

- Have a TEP account in your name
- Be a TEP residential customer
- Have a combined household income at or below 150% of the Federal Poverty Level guideline.

Medical Lifeline Discount

Medical Lifeline provides additional discounts at the following rates:

0-1000 kwh	35%
1001-2000 kwh	30%
over 2000 kwh	10%

TEP will automatically calculate the appropriate discount on the participating customer's monthly bill.

Eligibility Information

To qualify for the program, applicants must be TEP customers, be on the basic residential rate, and have a household income that meets program rules. Master-metered customers require the participation of the landlord or manager. For Medical discounts, a verification form must be filled out by a doctor.

Where to Apply

Customers can request an application by calling **520-623-7711** (Monday-Friday 7:00 am-7:00 pm), or pick one up at participating social service agencies.

TEP Weatherization Program

Program Description

The program provides energy efficiency checkups to qualified low-income customers and, if needed, may make home repairs that will help reduce energy costs. Repairs may include: caulking and weather-stripping; insulation; sunscreens; evaporative cooler repair or replacement and low flow shower head installation. If you qualify and there is funding available, someone will call you to set up a time to visit your home. If approved, it could take from 3 to 12 months before the work can be done.

Eligibility Information

To qualify for the program, you must be a homeowner (duplex, mobile-home or single-family home), be a TEP customer, and have a household income less than 150% of the Federal Poverty Level.

Documents to Bring

The following documents are required:

- Proof of home ownership (deed, title or mortgage & property tax statement)
- Proof of income for the last year (pay stubs)
- Utility bills
- Photo I.D. & Social Security Card

Where to Apply

If you live in Tucson, make an appointment at the following location:

Tucson Urban League

2305 S. Park
Tucson, AZ 85713
520-623-4388
Hours: 9 a.m. - 12 p.m. M-F

If you live outside of Tucson in Pima County, fill out an application and return it to:

Pima County Community Action Agency (CAA)

One Stop
2797 E. Ajo Rd
Tucson, AZ 85713
520-243-6700

Unisource Energy Services – Electric (UES-Electric) Programs

Customer Energy Support Program (CARES)

Program Description

The CARES program is designed to provide assistance to UES-Electric's low-income customers as well as promote conservation and the wise use of electric energy. The program offers a discount of up to 30% for eligible low-income customers. The amount of the discount depends on how much electricity you use each month; the less you use, the higher the discount. Low-income customers with certain medical conditions may be eligible for additional benefits. UES-Electric serves electric customers in Mohave and Santa Cruz counties.

Monthly Energy Use Discount

0-300 kwh	30%
301-600 kwh	20%
601-1000 kwh	10%
Over 1000 kwh	\$8.00

Eligibility Information

The applicant must be a residential customer of UES-Electric and have the account in their name. Applicants must have a low household income that meets program rules. Customers must re-apply for the program each year or if the customer moves.

How to Apply

For more information about the program, to obtain an application, or to find out if you are eligible, contact UNS, or your local CAP office (see page 00)

Where to Apply

Customers must complete an application for the CARES program and send it to UES-Electric.

Unisource Energy Services – Electric

2901 Shamrell #110
Flagstaff, AZ 86001-9402
1-877-UES-4YOU (877-837-4968)
www.uesaz.com

It takes approximately 3-4 weeks to process the application before the customer receives the benefit.

Low-Income Outreach Program (LIOP)

Program Description

LIOP will provide UES-Electric low-income customers with up to \$1600 per household to help reduce electric bills through weatherization improvements and home repair, energy efficiency, or the repair or replacement of electric space heating/cooling equipment and electric hot water heaters. Energy education is provided to participating customers to help them learn how to conserve energy and reduce their utility bills even more.

Eligibility Information

The applicant must be a UES-Electric residential customer, have the account in their name, and be a low-income household with an income at or below 150% of the Federal Poverty Level. Participation is limited to once per calendar year.

How to Apply

Contact your local CAP Office for an application (see page 4).

Documents to Bring

Applicant must show proof of home ownership or rental agreement. Applicant must also provide proof of income for the last 90 days (30 days for repair/replacement), including copies of pay stubs, award letters, or Social Security checks.

Budget Billing Plan

The UES-Electric Budget Billing Plan divides your estimated yearly costs for electric service into 12 equal payments. Call UES-Electric at 1-877-837-4968 for more information, or visit our website at www.uesaz.com.

Unisource Energy Services – Gas Programs

Customer Assistance Residential Energy Support (CARES)

Program Description

The CARES program provides a discount of \$0.15 per therm for the first 100 therms of energy that eligible low-income customers are billed each month during the months of November through April.

Eligibility Information

Your income must fall within the low-income guidelines specified by the program. Also, you must be a UNS Gas, Inc. customer and the account must be in your name (refer to your billing statement). Customers may be required to renew their application each year and will be required to renew their application when they move.

How to Apply

Applications are available at the UES-Gas and UES-Electric offices or at your local CAP office. Completed applications should be mailed to UES-Gas. Once your application is approved, the CARES discount will apply to the next applicable billing period.

Documents Needed

You may be asked to send with your application items such as tax returns, paycheck stubs, copies of government records, or other documents verifying income.

Where to Apply

Call UES Customer Care Center at 1-877-837-4968 or check www.uesaz.com. For a list of CAP offices, see page 4.

Weatherization Program

Program Description

This program provides up to \$2,000 to qualified UES-Gas residential customers for weatherization of their residence including appliance repair/replacement efforts.

Eligibility Information

The applicant must be a UES-Gas residential customer, have the account in their name, and have a low-income household that meets program rules.

How to Apply

Contact your local CAP (see page 4) or UES-Gas (1-877-837-4968) for more information or to request and application.

Documents to Bring

Applicant must show proof of home ownership or rental agreement and proof of income. Proof of income may include tax returns, paycheck stubs, copies of government records, or other documents verifying income.

Budget Billing Plan

This program divides your estimated yearly costs for gas service into 12 equal payments. Call UES-Gas at 1-877-837-4968 for more information.

Warm Spirit Program

UES-Gas invites customers to contribute to Warm Spirit, a program that provides qualified low-income customers with emergency assistance in paying their gas bills. Customers can participate by rounding up each monthly bill to the next dollar, adding a fixed amount to each monthly bill, or making a one-time or recurring donation. All donations are used to assist low-income customers with their gas bill, and are tax-deductible. For more information, please contact UES-Gas at 1-877-837-4968, or visit UES online at www.uesaz.com.

Additional Utility Assistance Programs

SHARE (Service to Help Arizonans With Relief on Energy) Energy Share

Program Description

The SHARE and Energy Share programs, administered by the Salvation Army, provides a one-time payment to assist individuals and families who are experiencing a temporary financial crisis situation, are unable to pay for their basic household energy bill and have exhausted all other potential sources of aid. The program is available to help pay for a variety of energy sources including electricity, natural gas, propane, oil and wood.

Eligibility Information

To qualify, you must prove that you have an unexpected financial crisis, such as a death in the family, loss of job, unexpected medical bills.

How to Apply

To apply, contact any Salvation Army office for pre-screening by a caseworker. If you qualify, the caseworker will notify the utility company that a payment will be applied to your bill.

Documents to Bring

- The original utility bill (If it is not in your name, you must provide proof that you are responsible for payment.)
- Documents that prove a crisis situation
- Photo I.D.
- Proof of address, income and household members

Other documents may be required by your Salvation Army caseworker, so you are advised to ask the caseworker what specific documents are needed.

To locate your nearest Salvation Army office, call **602-267-4122**.

LIFE (Low Income Fund for Emergencies) & H.E.E.R.O (Help With Emergency Energy Relief Operation)

Program Description

LIFE* and H.E.E.R.O. provide direct bill assistance to qualified households with unexpected financial difficulties in Tucson Electric Power's service territory. Funds may be used for one-time emergency payment of energy bills, or, in special cases, emergency home or equipment repairs.

Eligibility Information

To qualify for this program, the applicant must have a low income that falls within the program rules. Requirements are the same as for LIHEAP (see page 82).

How to Apply

Applicants must call for an appointment with the Salvation Army Family Service Center to receive assistance. Normally, LIFE* and H.E.E.R.O. payments can be guaranteed immediately, once eligibility and availability are determined.

Where to Apply

Appointments can be made at one of two Salvation Army Family Service Centers in Tucson:

3525 E 2nd St	520-523-6080
101 W Irvington Rd	520-294-5224