

# NEIGHBOR to NEIGHBOR

Virginia Utility Assistance Program



APPALACHIAN POWER HAS  
TEAMED UP WITH DOLLAR  
ENERGY FUND TO BETTER  
SERVE OUR LOW-INCOME  
CUSTOMERS WHO HAVE  
DIFFICULTY PAYING THEIR  
ELECTRIC BILLS.

## Neighbor to Neighbor Program Enhancements

- Appalachian Power has partnered with Dollar Energy Fund a non-profit organization dedicated to providing low-income households with utility assistance.
- Appalachian Power has contributed \$500,000 to help low-income customers pay their electric bills. A 500% increase over last year's \$100,000 contribution.
- Eligible low-income customers can now apply for the program year-round.
- Approximately 40 community based agencies in Appalachian Power's service area are taking applications for the program. These agencies will also connect customers to other programs and services they may need.
- Because of Dollar Energy Fund's nonprofit status and fundraising expertise, the new partnership will expand the reach of potential contributors to include corporations and foundations, thus potentially increasing the number of households helped by the program.

## When is the Program Available?

The Neighbor to Neighbor Program began accepting applications on November 2, 2009. The program will remain available until funding is depleted. Applications are processed on a first-come first-served basis.

## Who is Eligible?

Eligible households:

- Are customers of Appalachian Power in Virginia.
- Are at or below 150% of the Federal Poverty Income Guidelines (FPIGs). A family of four earning up to \$33,075 per year is eligible.
- Have made a sincere effort of payment on their Appalachian Power bill. A sincere effort of is a minimum of \$100 in the last 90 days. Exceptions for senior citizens apply.
- Have a minimum balance of \$100 on their Appalachian Power bill.

## How can Customers Apply?

A network of community based organizations throughout Virginia provides application intake services to clients. Clients will go to an agency in their area to complete a Neighbor to Neighbor Program application. Customers can visit Dollar Energy Fund's website, [www.dollarenergyfund.org](http://www.dollarenergyfund.org), to find an agency in their area.

## How to Donate

It is now very easy to donate to the Neighbor to Neighbor program. Customers can donate via their utility bill or online at [www.appalachianpower.com](http://www.appalachianpower.com) or [www.dollarenergyfund.org](http://www.dollarenergyfund.org). There are several giving options, including, making a one-time donation, the Round-up program and the Add-A-Buck program.