

2018 – 2019

AEP Ohio Neighbor to Neighbor Program

The AEP Ohio Neighbor to Neighbor Program lends a hand to those who are experiencing financial hardships and need help to get back on their feet. Administered by Dollar Energy fund, the program provides eligible customers with a utility assistance grant applied directly to their AEP Ohio bill. This grant helps limited income customers maintain or restore their basic electric service.



Program Dates:

Cooling Program

Open from **July 2, 2018, through August 31, 2018**, for services that are off or in threat of termination.

The Program will be closed from **September 1, 2018, through December 2, 2018**.

Grants are dispersed on a first-come, first-serve basis to eligible applicants and are based on funding availability.

Heating Program

Open from **December 3, 2018, through April 30, 2019**, for services that are off or in threat of termination.

The Program will be closed from **May 1, 2019, through June 30, 2019**.

Sincere Effort of Payment:

Applicants must have paid at least **\$75** on their AEP Ohio account in the 3 months prior to applying for a grant.

Pledges made on an applicant's behalf and other grants cannot be counted toward the sincere effort of payment.

Exceptions may be made in cases of extreme hardships.

Maximum Grant:

The maximum grant amount an applicant may receive is **\$250**.

Applicants can only receive one grant per program year during either the heating or cooling program periods.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case by case basis.

Balance Requirement:

Applicant must have an outstanding balance on their AEP Ohio bill of at least **\$50**.

Other Requirements:

- All applicants must provide verification of income.
- Income-eligible clients must apply for Heating HEAP, Cooling HEAP, Winter CRISIS, Summer CRISIS and PIPP when those programs are open.
- Account must be residential, single home or apartment. No "cooking only", commercial, industrial, or apartments with shared utility service.
- Name on account must be that of an adult who is currently living in the home.

Guidelines are subject to change.

Income Guidelines:

Total gross household income must be at or below **200% of the 2018 Federal Poverty Income Guidelines*** as shown in the chart below.

Household Size	200% Monthly	200% Yearly
1	\$2,023	\$24,280
2	\$2,743	\$32,920
3	\$3,463	\$41,560
4	\$4,183	\$50,200
5	\$4,903	\$58,840
6	\$5,623	\$67,480
7	\$6,343	\$76,120
8	\$7,063	\$84,760
Each add'l add	\$720	\$8,640

**The 2019 Federal Poverty Income Guidelines will take effect on February 1, 2019, and will remain in effect for the remainder of the program year.*

How to Apply:

The best way to start seeking help is by calling **AEP Ohio at 1-800-672-2231**. They will provide you with information on a number of different assistance programs that are available to help limited-income utility customers.

The Neighbor to Neighbor Program also partners with a network of Community Based Organizations throughout the state. These dedicated agencies provide application intake services for clients. **Find an agency in your area on Dollar Energy Fund's online [Agency Finder](#).**

Visit AEP Ohio at www.aepohio.com/N2N or Dollar Energy Fund at www.dollarenergyfund.org/need-help/Ohio to learn more about the Neighbor to Neighbor Program.

How Can You Help?

Dollar Energy Fund is a private non-profit organization that relies on the generosity of individual donors to fulfill its mission. Every dollar donated to the Neighbor to Neighbor program will be matched by AEP Ohio. These matching funds and 100% of your donation will assist limited-income families residing in Ohio to afford utility service. With AEP Ohio's generous match, your tax-deductible donation will have twice the impact!

Give to the Neighbor to Neighbor Program by:

- Donating through your AEP Ohio bill or
- Giving online at

www.dollarenergyfund.org/donate.