

Crisis Bill Assistance

Find temporary crisis assistance of up to \$400 to cover a current or past-due APS bill. If you're in need of help, contact your public assistance office or **visit aps.com/billassistance** to find an office nearest you.

Weatherization

The Weatherization Assistance Program enables income-eligible families to reduce their energy bills by making their homes more energy efficient. See if your house qualifies for upgrades such as replacing insulation, AC/heating repair, sunscreens or air sealing. Learn more by visiting **aps.com/assistance**.

AZ 211

Dial 211 from any phone to receive information and referrals to agencies that provide APS Crisis Bill assistance. Information about other support services including housing, clothing, bills, health and other family services is also available. AZ 211 is a free resource available to everyone.

Safety Net

Designate a friend, relative or community agency as your Safety Net partner. We'll send them a copy of your monthly bill and any late or disconnect notices so they can remind you. Learn more at **aps.com/safetynet**.



Project SHARE

SERVICE TO HELP ARIZONANS WITH RELIEF ON ENERGY

Sharing is easy with Project SHARE. We have partnered with The Salvation Army to help those in need pay their energy bills. And you can help.

How to donate:

You choose the amount you'd like to share. Then it's as convenient as adding your donation to your APS bill.

To receive assistance, you must meet at least one of the following requirements:

- Be 60 years or older
- Live on a fixed income
- Be under 60 years and experiencing hardship
- Be disabled

To see if you qualify, contact your local Salvation Army Office.

To donate or find a list of Salvation Army offices, visit **aps.com/share**.



A little help can make a big difference

PROGRAMS TO ASSIST WITH
ENERGY BILLS





Energy Support Program

25% DISCOUNT ON MONTHLY ELECTRIC BILLS

The program offers assistance to limited-income households. To qualify, customers must meet certain requirements and provide proof of income. Participation does not affect a customer's current public assistance benefits. To maintain eligibility, participants must requalify each year.

Proof of income options

Below are examples of the accepted sources for income verification. For a complete list visit aps.com/assist.

- SNAP award letter
- TANF award letter
- Last month's pay stubs
- Last year's W-2s
- Last year's tax return
- Social Security disability income
- Unemployment
- Other

Medical Care Equipment Program

35% DISCOUNT ON MONTHLY ELECTRIC BILLS

Limited-income customers who meet the requirements for the Energy Support Program may also qualify for the Medical Care Equipment Program. A physician's verification application is also needed for this program. Participation does not affect a customer's current public assistance benefits. To maintain eligibility, participants must recertify each year.

Available to eligible customers who require electrical medical equipment, including:

- Kidney, hemodialysis and peritoneal dialysis equipment
- Ventilators and oximeters
- Feeding or infusion pumps
- Suction machines
- Oxygen concentrators - continuous use only

Medical Care Preparedness Program

The Medical Care Preparedness Program provides notification of planned outages to customers who require the use of electrical medical equipment, including:

- Kidney, hemodialysis and peritoneal dialysis equipment
- Ventilators and oximeters
- Feeding or infusion pumps
- Suction machines
- Oxygen concentrators - continuous use only

Program highlights

- Income verification is not required.
- APS will notify participants by phone and/or a door hanger 24-48 hours in advance, when possible.
- In the case of unplanned outages, call (602) 258-5483 for Metro, and (800) 253-9408 for State region.
- Estimated restoration times will be provided to help participants determine if they have sufficient backup to remain at home.
- Depending on the time frame of an outage, customers may want to seek temporary shelter.
- Enrollment in this program does not prevent a customer from being disconnected for non-payment.

For complete guidelines and an application for these programs, visit aps.com/assist.

Programs funded by APS customers and approved by the Arizona Corporation Commission. Customers must have a gross monthly household income at or below 150% of the federal poverty guidelines to qualify for the Energy Support Program or Medical Care Program. The discount will be deducted from the monthly bill prior to the application of taxes, regulatory assessment, and franchise fees. Customers must reapply for the programs each year to maintain their discount. Programs are subject to change. Other restrictions may apply.