



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.

How will the Program Help?

The Neighbor to Neighbor Program, administered by Dollar Energy Fund, provides eligible customers with a utility assistance grant applied directly to their AEP Ohio bill. This grant helps low-income customers maintain or restore their basic electric service.

Who is Eligible?

Eligible households:

- Are customers of AEP Ohio.
- Are at or below 200 percent of the Federal Poverty Income Guidelines (FPIGs). A family of four earning up to \$51,500 per year is eligible.
- Income-eligible customers must apply for Heating HEAP, Cooling HEAP, Winter CRISIS, Summer CRISIS, and PIPP when those programs are open.
- Have made a sincere effort of payment on their AEP Ohio bill. A sincere effort is a minimum of \$75 in the last 90 days.
- Have a minimum balance of \$50 on their AEP Ohio bill.

How can Customers Apply?

A network of community based organizations throughout Ohio provides application intake services to clients. Clients can go to an [agency](#) in their area to complete a Neighbor to Neighbor Program application. For more information please visit AEP Ohio at www.AEPOhio.com/N2N or Dollar Energy Fund's website at www.dollarenergyfund.org.

When is the Program Available?

The AEP Ohio Neighbor to Neighbor Program accepts applications for heating assistance from December 3, 2018 through April 30, 2019. Customers in need of assistance for cooling can apply July 1, 2019 through August 30, 2019. Applicants can only receive one grant per program year (10/1/2018 - 9/30/2019) during either the heating or cooling program periods. The program will remain available until funding is depleted. Applications will be processed on a first-come, first-served basis.

How can You Help?

AEP Ohio will match every donation to the Neighbor to Neighbor Program and 100 percent of your donation and the matching funds will help a limited-income family in Ohio. 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.
- All donations to the Neighbor to Neighbor Program will assist limited-income families residing in Ohio.

NEIGHBOR to NEIGHBOR

Ohio Utility Assistance Program



- Neighbor to Neighbor has granted more than \$13 million in assistance to Ohio households.
- Neighbor to Neighbor provided assistance to more than 54,000 households. Nearly 6,500 of them had electric services restored.
- Just over 80 percent of all grant recipients are employed, disabled or retired workers. Another 2 percent have recently lost a job and need temporary help to make ends meet.
- Thousands of generous Ohioans have donated to the Neighbor to Neighbor Program. AEP Ohio matches every donation dollar-for-dollar. One hundred percent of all donations and matching dollars help low-income Ohio families with utility assistance grants.
- During the 2017 - 2018 program year, 601 households with seniors received utility assistance through the Neighbor to Neighbor Program.

2016-17 Program Year

Number of Grants—3,614

Dollars Granted—\$582,063

Average Grant—\$161.06

2017-18 Program Year

Number of Grants—3,991

Dollars Granted—\$702,871

Average Grant—\$176.11

