

# NEIGHBOR to NEIGHBOR

Ohio Utility Assistance Program



2020-2021

## 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 limited-income customers maintain or restore their basic electric service.

### Who is Eligible?

Eligible households:

- Are customers of AEP Ohio.
- Are at or below 250 percent of the Federal Poverty Income Guidelines (FPIGs). A family of four earning up to \$65,500 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 to pay a portion of their bill. A minimum of \$75 paid during the three months prior to applying for a grant is required.
- 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 find an agency [Agency Finder](#) in their area to complete a Neighbor to Neighbor Program application. For more information please visit AEP Ohio at <http://www.AEPOhio.com/N2N> or Dollar Energy Fund's website at <https://www.dollarenergy.org/N2N>.

### When is the Program Available?

The AEP Ohio Neighbor to Neighbor Program accepts applications for heating assistance from October 19, 2020 through April 30, 2021. Customers in need of assistance during the summer can apply July 1, 2021 through September 30, 2021. The program will remain available until funding is depleted. Applications will be processed on a first-come, first-served basis.

### How can You Help?

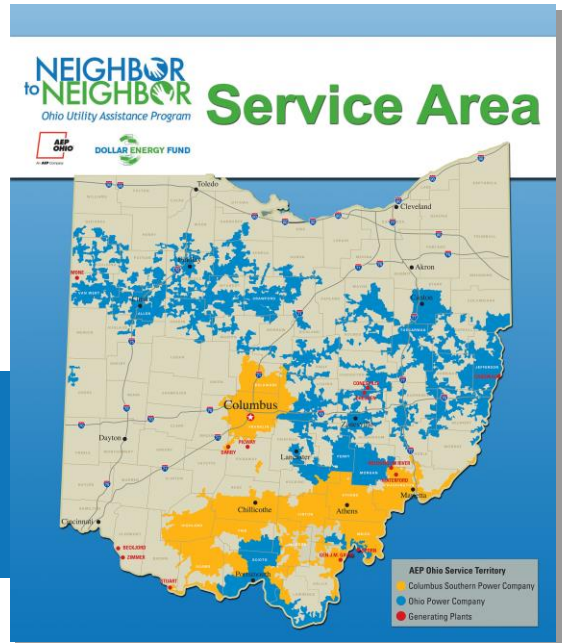
AEP Ohio will match every donation to the Neighbor to Neighbor Program, and 100 percent of your donation and the matching funds will help a limited-income family in Ohio. With AEP Ohio's generous match, your tax-deductible donation will have twice the impact!

### Give to the Neighbor to Neighbor Program by:

- Donating through your AEP Ohio bill or
- Giving online at <https://www.dollarenergy.org/donations/AEPOhio/>

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<u>2018-19 Program Year</u>	<u>2019-20 Program Year</u>
Number of Grants—4,081	Number of Grants—2,855
Dollars Granted—\$787,845	Dollars Granted—\$716,943
Average Grant—\$193.05	Average Grant—\$252.89

- Neighbor to Neighbor has granted more than \$14.6 million in assistance to Ohio households.
- Neighbor to Neighbor provided assistance to more than 61,000 households. Nearly 7,500 of them had electric services restored.
- Just over 80 percent of all grant recipients are employed, disabled or retired workers. Another two 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 limited-income Ohio families with utility assistance grants.
- During the 2019 - 2020 program year, 502 households with seniors received utility assistance through the Neighbor to Neighbor Program.

