

2024 - 2025

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 guidelines and eligibility requirements are subject to change.**

Program Dates:

Heating Program

Open from **November 1, 2024, through March 28, 2025**, for services that are **off or in threat of termination**.

Grants are dispersed on a first come, first serve basis to eligible applicants while funding is available.

Balance Requirement:

Applicants must have an outstanding balance on their AEP Ohio bill of at least **\$50**. Applicant must be behind on bill payment 30 days or more.

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.



Additional Guidelines:

- All applicants must provide verification of income.
- Income-eligible clients must apply for HEAP, Winter Crisis Program and Summer Crisis Program when those programs are open.
- Customer cannot be enrolled in the State of Ohio's Percentage of Income Payment Plan currently.
- 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.
- Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.

Income Guidelines:

Total gross household income must be at or below **200%** of the **2025 Federal Poverty Income Guidelines** as shown in the chart below. **Income guidelines are subject to change.**

Household Size	200% Monthly	200% Yearly
1	\$2,608	\$31,300
2	\$3,525	\$42,300
3	\$4,442	\$53,300
4	\$5,358	\$64,300
5	\$6,275	\$75,300
6	\$7,192	\$86,300
7	\$8,108	\$97,300
8	\$9,025	\$108,300
Each add'l add	\$917	\$11,000

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Maximum Grant:

The maximum grant amount an applicant may receive is **\$350**.

Applicants can only receive one grant per program year **(11/01/2024 – 3/28/2025)**

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

If a customer's utility service is off or in threat of termination when they apply and the maximum grant amount will not restore service or stop termination, the application will be denied. The amount needed to restore service or stop a termination is determined by utility review. Notification will be sent to the customer advising them that their application was denied and that an additional payment is required to be considered for assistance.

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 <https://www.dollarenergy.org/n2n> 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 <https://www.dollarenergy.org/donations/aepohio/>.