

# 2019 - 2020

## West Virginia Utility Assistance Program

Dollar Energy Fund's **West Virginia Utility Assistance Program** assists eligible utility customers with their gas, electric and water bills. Eligible customers receive a one-time grant applied directly to their utility bill. Our program is a fund of last resort because it goes above and beyond what is available through federal, state and other programs. The West Virginia Utility Assistance Program provides grants to qualified utility customers on a first come, first serve basis while funding is available and eligibility requirements vary based on the utility company. **Program guidelines and eligibility requirements are subject to change.**

### Partnering Utility Companies:

<b>Gas</b>	<b>Water</b>	<b>Electric</b>
Mountaineer Gas	West Virginia American Water	Mon Power, a FirstEnergy Company
Peoples Gas		Potomac Edison, a FirstEnergy Company
Dominion Energy West Virginia		Appalachian Power Company

### Program Dates:

#### For customers of Appalachian Power Company:

- Open from December 2, 2019, through March 31, 2020, for services that are off or in threat of termination.

#### For customers of Peoples Gas:

- Open from October 1, 2019, through September 30, 2020, for all eligible applicants regardless of service status.

#### For customer of other utilities:

- Open from October 1, 2019, through September 30, 2020, for services that are off or in threat of termination *only*.

**If applicants are eligible and programs are open, applicants must apply for LIHEAP and E-LIHEAP before applying for the WV Utility Assistance Program.**

### Sincere Effort of Payment:

With the exception of MonPower, Potomac Edison and Peoples Gas customers, applicants must have paid at least **\$100** on their gas and electric accounts in the past three months. Any applicant age 62 years of age or older will have a payment requirement for gas and electric utilities of **\$75**.

**For Peoples Gas customers**, all applicants, including Senior Citizens, must have paid at least \$100 on their gas accounts in the past three months.

**For MonPower and Potomac Edison customers**, applicants must have paid at least **\$150** on their account in the past three months. Any applicant age 62 years of age or older will have a payment requirement for electric utilities of **\$100**.

Applicants seeking assistance with their water utility account must have paid at least **\$50** in the last three months.

Exceptions may be made in cases of extreme hardships.

### Balance Requirement:

Applicants for gas and electric utilities must have an outstanding balance on their utility bill of at least **\$100**.

Applicants for West Virginia American Water must have an outstanding balance of at least **\$50**.

### Maximum Grant:

The maximum grant amount for Appalachian Power Company customers is **\$300**. Applicants for all other utility companies may receive up to **\$500**.

Applicants can only receive one grant per utility, per program year. **(10/1/2019 – 9/30/2020)**

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-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 in order to be considered for assistance.

### Additional Guidelines:

- 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:

With the exception of Peoples Gas customers, total gross household income must be at or below **150%** of the **2020 Federal Poverty Income Guidelines\*** as shown in the chart below.

Household Size	150% Monthly	150% Yearly
1	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
4	\$3,275	\$39,300
5	\$3,835	\$46,020
6	\$4,395	\$52,740
7	\$4,955	\$59,460
8	\$5,515	\$66,180
Each add'l add	\$560	\$6,720

Total gross household income for **Peoples Gas** customers must be at or below **200%** of the **2020 Federal Poverty Income Guidelines\*** as shown in the chart below.

Household Size	200% Monthly	200% Yearly
1	\$2,127	\$25,520
2	\$2,873	\$34,480
3	\$3,620	\$43,440
4	\$4,367	\$52,400
5	\$5,113	\$61,360
6	\$5,860	\$70,320
7	\$6,607	\$79,280
8	\$7,353	\$88,240
Each add'l add	\$747	\$8,960

*\*The 2020 Federal Poverty Income Guidelines took effect on February 1, 2020, and will remain in effect for the remainder of the program year.*

### Application Attachments:

- Verification of income or proof of LIHEAP or E-LIHEAP application, when those programs are open, must be attached to all applications.
- A copy of the most recent utility bill with proof of minimum payment must be attached to all applications.

### How to Apply:

**Call 211 for information on applying for the West Virginia Utility Assistance Program.**

You can also contact your utility company for information on a number of different assistance programs that are available to help low-income utility customers.

**Appalachian Power Company: 1-800-982-4237**

**Dominion Energy West Virginia: 1-800-688-4673**

**Mon Power: 1-800-686-0022**

**Potomac Edison: 1-800-686-0011**

**Mountaineer Gas: 1-800-834-2070**

**Peoples Gas: 1-800-924-2840**

**West Virginia American Water: 1-800-685-8660**

The West Virginia Utility Assistance 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 with Dollar Energy Fund’s [Agency Finder](#).

Visit [www.dollarenergy.org/need-help/westvirginia](http://www.dollarenergy.org/need-help/westvirginia) to learn more about Dollar Energy Fund.

### 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 Hardship Program will be matched by our utility partners. These matching funds and 100% of your donation will assist limited-income families residing in West Virginia afford utility service. Give to Dollar Energy Fund by:

- Donating through your monthly utility bill; or
- Giving online at [www.dollarenergy.org/donate](http://www.dollarenergy.org/donate).

Visit [www.dollarenergy.org](http://www.dollarenergy.org) to learn more.