

Available
Resources

for Low
Income
Customers



The Alabama Business Charitable Trust Fund, Inc. is a nonprofit organization created by Alabama Power in 1992. The goal of the ABC Trust is to serve economically distressed Alabamians by providing resources and education through partnerships with ADECA, Community Action Agencies and social services agencies. Through these partnerships, the Trust helps cover energy costs for qualifying low- income families. Grants are also available to assist qualifying low-income families and non-profit organizations with weatherization optimization.

Learn more:

Community Action Agencies - www.caaalabama.org
ABC Trust Fund, Inc. - www.powerofgood.com/abc-trust
ADECA - www.adeca.alabama.gov

Budget Billing



Description

Budget Billing keeps a running total of the difference in the dollar amount of what the customer is billed on the program and their actual usage. This difference may fluctuate up or down, depending on the actual bill amount, and is used to help determine if a new Budget Bill amount is needed. The time of year the customer begins the program can impact both the frequency and dollar amount of Budget Billing changes.

If the customer discontinues the program, or final their account, this balance will be applied to the bill. Budget Billing is a free service that averages the highs and lows of your electric bill. The customer pays a similar amount each month instead of having their bill vary with usage throughout the year, which helps budget.

The customer's average monthly billing amount is calculated by dividing the total electric bills from the previous twelve months by 12 and rounding that amount to the nearest whole dollar. This gives the first monthly Budget Billing amount.

The monthly Budget Billing amount is continuously recalculated to make sure the customer's average usage has not changed significantly. If there is a change, the next monthly Budget Billing amount is adjusted. Customers are notified of this change, before this new amount is billed. The difference between the customer's actual electric bill amount and the customer's Budget Billing amount each month is called the "difference" amount. Over time, the "difference" balance moves up and down, depending on the customer's energy usage habits.

Bill Discounts

Supplemental Security Income (SSI)

Supplemental Security Income (SSI) is a Federal income maintenance program for the aged, blind and disabled. The program provides monthly payments to aged, blind and disabled people who have little or no income and resources. The Federal Government administers the SSI program through the Social Security Administration. Even though the Social Security Administration runs the program, SSI is not the same as Social Security.

Medicaid for Low Income Families (MLIF)

Medicaid for Low Income Families (MLIF) is a Federal income maintenance program for low income families with dependents.

Alabama Power discounts monthly bills of customers receiving Supplemental Security Income (SSI) or Medicaid for Low-Income Families (MLIF). The discount is equal to the monthly customer charge in effect at time of billing. The discount includes \$14.50 toward the customer charge (the amount of the FD customer charge). The Natural Disaster Fee is not billed to the customer.

Family Dwelling(FD) - \$14.50 per month = \$174.00 per year

Eligibility

SSI/MLIF discount customer must

- Be billed on rate a Residential Rate
- Make written application to Alabama Power
- Be *certified* recipient of SSI or MLIF benefits

How to sign up

- The customer can come into an APC office and sign the SSI/MLIF application.
- The customer can request and application be mailed
- The application must be completed with the recipient's name, social security number and signature.
- Upon receipt of the completed form, the SSI Rider will be added to the customer's bill account.

Transfers

SSI does not transfer. If the customer changes addresses, the customer should ask for the rider to be established on the new account to continue receiving the discount.

Learn more:

www.ssa.gov/ssi/text-understanding-ssi.htm



Weatherization Assistance Program (WAP)

The Alabama Weatherization Assistance Program (WAP) is a federally funded program administered by the Alabama Department of Economic and Community Affairs (ADECA). WAP is funded through a grant from the U. S. Department of Energy. ADECA contracts with local Community Action Agencies and the Montgomery County Commission to deliver WAP to low-income households in all 67 counties across the state.

WAP's mission is to reduce energy costs for low-income households, particularly for the elderly, disabled, and families with children, by improving the energy efficiency of their homes which helps to ensure their health and safety. To receive assistance, the applicant's income must not exceed 200% of the federally established poverty level.

Alabama weatherization assistance typically includes mitigating outside air infiltration into the conditioned space of the home, installing attic, wall and floor insulation, sealing ductwork, performing HVAC system tune-ups and repairs, repairing leaky and/or faulty windows and doors, and replacing incandescent light bulbs with highly efficient compact fluorescent light bulbs. Health and safety checks are also performed on the home.

Low Income Home Energy Assistance Program (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program administered by the Alabama Department of Economic and Community Affairs (ADECA). LIHEAP is funded through a grant from the U. S. Department of Health and Human Services. ADECA contracts with Community Action Agencies and local nonprofit agencies to deliver LIHEAP to low-income households throughout the state.

The objectives of LIHEAP are to help low-income families meet the costs of home energy, defined as heating and cooling of residences, and to increase their energy self-sufficiency and reduce their vulnerability resulting from energy needs.

The target population is low-income households, especially those with the lowest incomes and the highest home energy costs or needs in relation to income, considering family size. Additional targets are low-income households with members who are especially vulnerable, including the elderly, persons with disabilities, and young children. To receive assistance, the applicant's household income must not exceed 150% of the federally established poverty level.

Learn more:
www.adeca.alabama.gov

Senior Citizen Discount / Utility License Tax Exemption

Senior Citizen Discount/ULT Exemption

The Utilities License Tax Exemption is more commonly referred to as the "Senior Citizen Discount". Eligible customers will be exempt from the 2.2% Utilities License Tax.

Qualifications

- Head of Household Age 62 or older or permanently disabled
- No more than one additional resident (adult) under age 62 in the household
- Combined household income under \$12,000 annually.

The Alabama Department of Human Resources administers the program and the customer should apply at the agency for the exemption. Customers will be certified for 12 months and will be required to recertify with Human Resources prior to the end of the 12 months certification.

A change in the name or address on the monthly bill will cause the customer to lose their eligibility for the exemption and re-application to the Alabama Department of Human Resources is required.

Alabama Department of Human Resources sends a monthly list of all customers certified during each month to Revenue Accounting. Revenue Accounting is responsible for coding customers' accounts and coordinating with Alabama Department of Human Resources.

Energy Assistance Programs

Low-Income Customers



Project Share

Service to Help Alabamians with Relief on Energy

Initiated by Alabama Power in 1982, Project Share helps pay energy bills of low income Alabamians who are elderly (60+) or disabled. The program is managed by the Salvation Army. Funds are raised through contributions from customers and collected by Alabama Power and rural electric cooperatives. Alabama Power accepts monthly pledges of any whole dollar amount and forwards funds to The Salvation Army.

For energy assistance through Project SHARE, customers can contact their local Salvation Army (205)328-5656 or dial United Way at (888)421-1266 to inquire. Those who wish to contribute to Project SHARE can check the box on their power bill, enroll online, or call Alabama Power Company at (800)245-2244.

Agencies that Administer Project Share

There is an agency in 53 counties administering Project SHARE. The list of county administrators is below.

| | | | |
|-----------|--|------------|--|
| Autauga | Community Action Partnership of Middle Alabama | Hale | Community Service Programs of West Alabama |
| Baldwin | Community Action Agency South Alabama | Henry | Henry County Department of Human Resources |
| Barbour | Family Service Center | Jefferson | Urban Ministry |
| Bibb | Community Service Programs of West Alabama | Lamar | Community Service Programs of West Alabama |
| Bullock | Bullock County Aging Program | Lee | The United Way of Lee County |
| Butler | The United Way of Butler County | Lowndes | Organized Community Action Program, Inc. |
| Calhoun | The Salvation Army Anniston | Macon | Macon-Russell Community Action Agency |
| Chambers | Circle of Care for Families | Marengo | Community Action Agency of South Alabama |
| Chilton | Community Action Partnership of Middle AL | Marion | Marion-Winston Community Action Committee |
| Choctaw | Community Service Programs of West Alabama | Mobile | The Salvation Army, Mobile |
| Clarke | Community Action Agency of South Alabama | Monroe | Community Action Agency of South Alabama |
| Clay | Community Action Agency of TCRCC | Montgomery | The Salvation Army, Montgomery |
| Cleburne | Community Action Agency of TCRCC | Perry | Sowing Seeds of Hope |
| Coffee | The Salvation Army, Dale/Coffee County | Pickens | Pickens County Community Action Committee |
| Conecuh | Community Action Agency of South Alabama | Pike | Organized Community Action Program |
| Coosa | The Salvation Army, Tallapoosa County | Randolph | The Salvation Army, Tallapoosa County |
| Covington | Organized Community Action Program, Inc. | Russell | Macon -Russell Community Action Agency |
| Crenshaw | Crenshaw County Department of HR | Shelby | Community Action Partnership of Middle AL |
| Dale | The Salvation Army, Dale/Coffee County | Sumter | Community Service Programs of West Alabama |
| Dallas | Dallas County Family Resource Center | Talladega | Community Action Agency of TCRCC |
| Elmore | Community Action Partnership of Middle Alabama | Tallapoosa | The Salvation Army, Tallapoosa County |
| Escambia | Community Action Agency of South Alabama | Tuscaloosa | Community Service Programs of West Alabama |
| Etowah | Etowah County Baptist Missions Center | Tuscaloosa | The Salvation Army, Tuscaloosa County |
| Fayette | Community Service Programs of West Alabama | Walker | The Salvation Army, Walker County |
| Franklin | Community Action Agency of Northwest Alabama | Washington | Mobile County Community Action Agency |
| Greene | Community Service Programs of West Alabama | Wilcox | Community Action Agency of South Alabama |
| | | Winston | Main Street Ministries |

Learn more:

www.salvationarmyalm.org/birmingham/project-share/

Energy Efficiency Tips

- Install programmable thermostat to manage heating and cooling usage
- Set your water heater's thermostat to 120°
- Use low flow aerators to reduce water consumption
- Install additional insulation in attics or crawlspaces
- Weatherize the home
- Install an insulation blanket on your water heater
- Make sure water heater is insulated from concrete
- Insulate water lines at least two feet from water heater
- Install LED bulbs
- Check bulb wattage, use the lowest wattage possible
- When not in use, turn off lights and electronics.
- Run appliances only minimal times
- Use a ceiling fan during the summer
- Raise your thermostat above 75° during the summer
- Use a ceiling fan to distribute heated air in the Winter.
(When reversed, fans can circulate hot-air trapped near the ceiling)
- Lower your thermostat to 68° in the winter
- Install window blinds to minimize heat transfer during the summer
- Have heating and cooling units inspected and serviced annually
- Clean coils on the refrigerator regularly
- Caulk windows and doors
- Add weather stripping to doors that have cracks near the entry ways
- When cooking, use indoor ovens in the winter and outdoor grills in the summer
- Utilize natural light when possible
- Change your air filters regularly
- Make sure heating and cooling registers and return air grilles are not blocked

Learn more:

www.alabamapower.com/residential/ways-to-save/energy-saving-programs