



# APS ASSISTANCE PROGRAMS ONLINE LEARNING MODULES

Participant Workbook

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# Lesson 1: Welcome to the APS Online Learning Program

This online program will provide you with an overview of programs that provide assistance to qualified customers, help them stay on top of their bills and provide tips to help save money and energy. You can also receive help through local agency partners, which we will go over as well.

You can find more information by visiting

[aps.com/assistance](https://aps.com/assistance)



# Lesson 2: APS Energy Support Program – 25% monthly discount

- If you need help paying your monthly energy bill, we can help. Our Energy Support program gives qualified limited-income customers a 25% discount on your APS bill each month.
- Finding the application: [Click here](#)
- When your application is complete, mail it with copies of your income or public assistance documentation to:
  - APS Energy Support Program, Department Code CNDT 1, 2900 South Diablo Way, Suite 161, Tempe, Arizona 85282.
- For more information call 844-309-5655



# Lesson 3: APS Energy Support with Medical Program – 35% monthly discount

- If you are enrolled in the Energy Support Program and your medical program form is completed by your licensed medical professional and returned to us, you will then be enrolled to receive a 35% discount on your monthly energy bill and receive early notices for any planned outages. You will be notified if any information is missing or incomplete, and it will delay the process until we receive it.
- Finding the application: [Click here](#)
- Once the application is complete, mail it to:
  - APS Medical Care program at Mail Station 3211, P.O. Box 53933, Phoenix, AZ 85072.
- For more information call 844-309-5655.



# Lesson 4: Crisis Bill Assistance program – up to \$1,000 in assistance annually

- An unplanned major expense or an unexpected reduction in income can put anybody in a temporary financial bind. Qualified customers can receive up to \$1,000 a year to cover current or past-due bills through the APS Crisis Bill Assistance program in partnership with local agency partners.
- This program is offered to APS customers who reside in Arizona, have a balance due with APS and meet the income guidelines.
- Finding the application: [Click here](#)



# Lesson 5: Utility, rent and mortgage assistance programs – up to \$3,500

- **Low-Income Home Energy Assistance Program (LIHEAP)**
  - For more information: [Click here](#)
- **Emergency Rental Assistance (ERAP)**
  - DES - +1-833-912-0878
  - For more information: [Click here](#)
- **Homeowners Assistance Fund (HAF)**
  - 1-833-931-3600
  - For more information: [Click here](#)
- **Energy Assistance: The Home Energy Assistance Fund (HEAF)**
  - For more information: [Click here](#)
- **American Rescue Plan Act (ARPA) Rental and Utility Assistance (Family Services Centers)**
  - City of Phoenix Human Services Department Central Intake Line at:
  - (602) 534-AIDE (extension 2433)
  - For more information: [Click here](#)



# Lesson 6: Project SHARE program – up to \$300 in assistance annually

- If you find yourself in a crisis and need temporary, emergency energy bill assistance, you can receive up to \$300 through The Salvation Army's Project SHARE program. Project SHARE is short for Service to Help Arizonans with Relief on Energy.
- For more information: [Click here](#)



## Lesson 7: Payment Arrangements

- If you have a past-due balance of \$75 or more on your bill, then you could qualify for a payment arrangement. Payment arrangements are a way for customers to have more time to pay past-due balances to avoid disconnection of service, by spreading out the balance over a set period.
- You can set a payment arrangement for one to 12 months. Your payment arrangement amount is calculated by dividing your past-due balance over the time you are behind.
- For more information: [Click here](#)



## Lesson 8: Safety Net Program

- The Safety Net program is designed to provide you with peace of mind for you and your loved ones. Whether you're out of town, or just busy, it's easy to forget things. If you are an APS customer, or know someone who is, the Safety Net program has you covered.
- For more information: [Click here](#)
- Completing the application is simple. You need your APS account information and the contact information of the person you are designating as your Safety Net Partner.
- Email: 6023717171@aps.com
- Mail: APS, PO Box 53933, Phoenix, AZ 85072-9207
- Call: 602-371-7171 or 800-253-9405 to apply by phone



# Lesson 9: Save energy and money with energy efficiency tips

- Home Energy Savings Tips Flyer
  - English: [Click here](#)
  - Spanish: [Click here](#)
- Weatherization Assistance Programs in Arizona
  - For more information: [Click here](#)



# Lesson 10: Find rebates to help cover the cost of energy efficiency improvements

- **AC Upgrade Rebate**
  - Get a \$200 rebate when you replace your old or broken air conditioner with a new one. Plus, customers in need can get up to \$1,200 in rebate assistance.
  - For more information: [Click here](#)
- **APS Marketplace**
  - Did you know APS created a one-stop-solution to help you compare appliances and apply for rebates online? The APS Marketplace was created to help customers explore top-rated energy efficient appliances
  - For more information: [Click here](#)
- **Energy Analyzer**
  - Discover your energy savings potential by using our Energy Analyzer. Start now and find great ways to save by completing an easy survey and create your home energy profile.
- For more information: [Click here](#)