

Your guide to completing the Energy Support Program application.

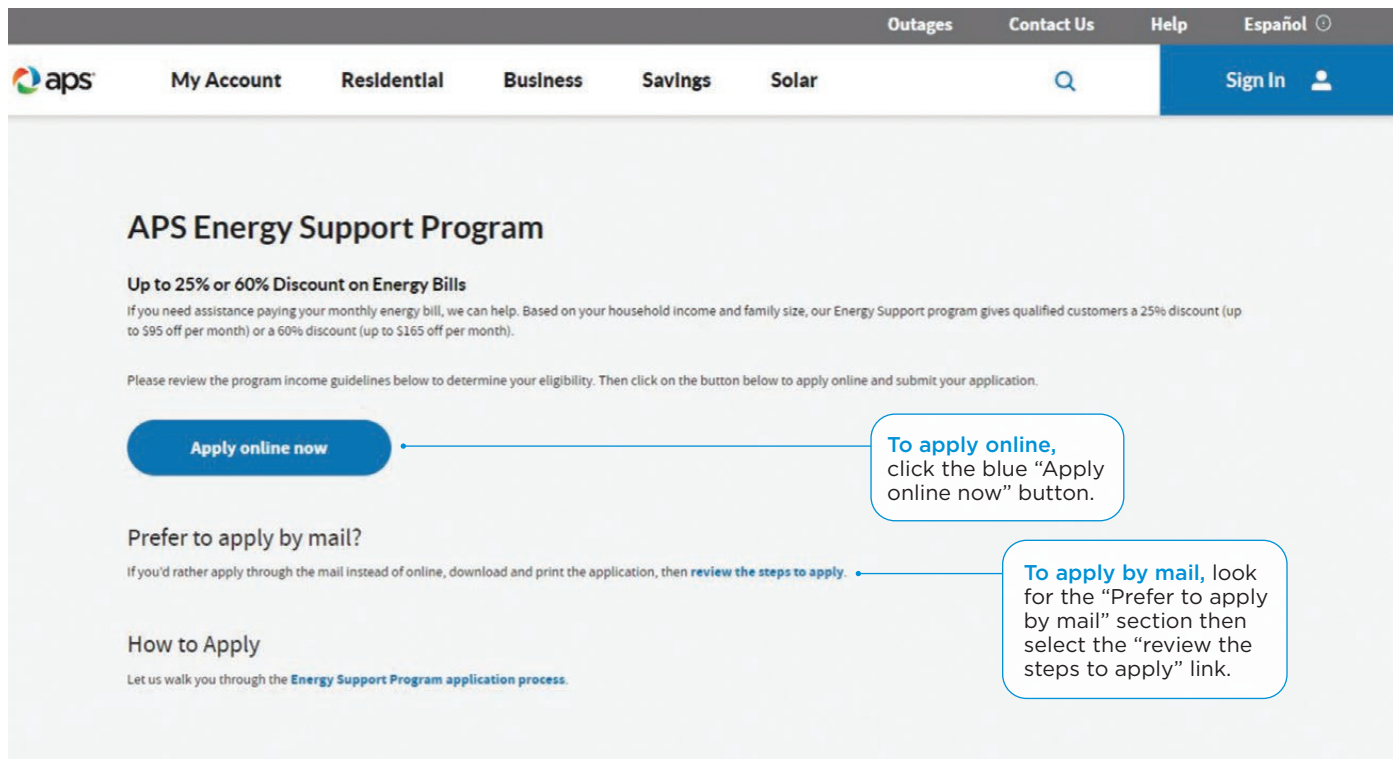
Section 1: Verify your income and account number

Before you start, you need to gather and verify some information.

1. Visit aps.com/assist or view the income guidelines on the next page to see if you qualify.
 - Guidelines are updated annually in July.
2. Get your APS account # from your bill.
 - If you don't have the bill, you can call APS: **(602) 371-7171** in metro Phoenix or **(800) 253-9405** in all other areas.
 - Note: you'll need the phone number or the social security number associated with the account.

Section 2: There are two ways to fill out the application

You can find the applications at aps.com/assist. You can complete it online. Or download, print and mail it in.



The screenshot shows the APS Energy Support Program application page. The navigation bar includes links for Outages, Contact Us, Help, and Español. The main navigation menu includes My Account, Residential, Business, Savings, and Solar. A search icon and a Sign In button are also present.

The main content area is titled "APS Energy Support Program" and features a blue button labeled "Apply online now". A callout box points to this button with the text: "To apply online, click the blue 'Apply online now' button."

Below the button, there is a section titled "Prefer to apply by mail?" with a link to "review the steps to apply". A callout box points to this link with the text: "To apply by mail, look for the 'Prefer to apply by mail' section then select the 'review the steps to apply' link."

At the bottom, there is a section titled "How to Apply" with a link to "Let us walk you through the Energy Support Program application process."

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Section 3: Collecting your income documents

As part of the application process and to determine eligibility, we will need to verify your gross household income. There are multiple discount levels depending on your household income and family size.

Customers who meet the program’s income guidelines, shown in the chart at right, could save up to 25% or 60% on their energy bills every month.

It is important to include copies of your household’s monthly or annual income documentation to qualify for the 60% discount. Providing a specific monthly or annual income number helps us give you the highest discount that you qualify for.

If you provide a copy of your EBT card or income documents that do not show your specific income, you can still qualify for the 25% discount.



Examples that show proof of income for the 60% or 25% discount include:

- Last month’s pay stubs for everyone in the household
- Last year’s W-2s
- Last year’s tax return
- Social Security disability income and Unemployment



Examples that show proof of income which only apply to the 25% discount include:

- SNAP award letter
- TANF award letter
- Copy of EBT card

Income Guidelines Max monthly gross household income*		
# of people in the home	25% Discount up to \$95 off per month	60% Discount up to \$165 off per month
1	<input type="checkbox"/> \$2,510	<input type="checkbox"/> \$954
2	<input type="checkbox"/> \$3,407	<input type="checkbox"/> \$1,294
3	<input type="checkbox"/> \$4,303	<input type="checkbox"/> \$1,635
4	<input type="checkbox"/> \$5,200	<input type="checkbox"/> \$1,976
5	<input type="checkbox"/> \$6,097	<input type="checkbox"/> \$2,316
6	<input type="checkbox"/> \$6,993	<input type="checkbox"/> \$2,657
7	<input type="checkbox"/> \$7,890	<input type="checkbox"/> \$2,998
8	<input type="checkbox"/> \$8,787	<input type="checkbox"/> \$3,338
9	<input type="checkbox"/> \$9,683	<input type="checkbox"/> \$3,679
10	<input type="checkbox"/> \$10,580	<input type="checkbox"/> \$4,020
11	<input type="checkbox"/> \$11,477	<input type="checkbox"/> \$4,361

*Guidelines effective May 13, 2024. *Monthly gross household income is defined by the total household income, before taxes. This includes all money and non-cash benefits available for living expenses from all sources, both taxable and nontaxable, before deductions, including expenses, for all people who live in your home.

If you plan to complete your application online, take photos of your income documents and have them ready to upload.

For mail-in applications, include copies of your income documents. Please do not send the originals, as you will not get them back.

Once you have all of this information collected, you’re ready to start filling out the application.

Note: Participation in the Energy Support Program does not affect any public assistance benefits you may be receiving.

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Section 4: Completing the application

If filling out a printed application, use a blue or black pen and print legibly.

Starting with Section 1, write your APS account number, your full name, address, phone number and email address.

In Section 3, check the boxes next to the sources you are using to verify your income. If "other," please write in the name of the source.

If you are doing a paper application, Section 5 provides the directions for mailing in your application.

Please check that you:

- Filled out the application completely and legibly
- Signed and dated the application
- And attached copies of your income or public assistance documentation

ENERGY SUPPORT PROGRAM APPLICATION

The Energy Support program provides qualifying customers a discount of 25% or 60% on monthly energy charges. Customers on the Energy Support with Medical program get a 35% or 60% discount and EPR-6 customers receive a variable discount. Follow steps 1-5 below to submit your application. Participation in this program does not affect any public assistance benefits you may currently receive. If your income changes and you qualify for the 60% discount, you can mail in a new application and income documents at any time and APS will update your discount level. To stay enrolled in this program, you must continue to meet the qualifications for the discount.

1. Customer Information
(print legibly with a blue or black pen)

APS Account Number _____

Need your account number? Look on your APS bill or call 602-371-7171. You will need the phone # or SSN # associated with account.

Name (last, first, middle initial) _____

Mailing Address _____

City _____ State _____ Zip _____

Phone Number _____

Email Address _____

2. Check the box that applies to your household:

# of people in the home	25% Discount up to \$95 off per month	60% Discount up to \$165 off per month
1	<input type="checkbox"/> \$2,510	<input type="checkbox"/> \$954
2	<input type="checkbox"/> \$3,407	<input type="checkbox"/> \$1,294
3	<input type="checkbox"/> \$4,303	<input type="checkbox"/> \$1,635
4	<input type="checkbox"/> \$5,200	<input type="checkbox"/> \$1,976
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*Guidelines effective May 13, 2024. *Monthly gross household income is defined by the total household income, before taxes. This includes all money and non-cash benefits available for living expenses from all sources, both taxable and nontaxable, before deductions, including expenses, for all people who live in your home.

3. Income documents
(check the box next to each document you will include):
Provide copies of all sources of income for your household. **Submit one of the following for the 60% or 25% discount.**

Last month's pay stubs Social Security disability income
 Last year's W-2s Unemployment
 Last year's tax return Other _____

----- OR -----

Provide copies of your public assistance documents for the 25% discount.

SNAP award letter TANF award letter Copy of EBT card

Visit aps.com/assist for a complete list of acceptable sources for income verification.

4. Sign and Date
Permission is hereby granted to APS or a third party designated by APS to contact any sources necessary to establish the accuracy of information given by me or other information which pertains to the verification of my eligibility to receive services under the APS Energy Support Program. Permission is also hereby granted to both APS and a third party authorized by APS to exchange information I have provided to either APS or such third party, and information that either party has gathered about me in order to verify my eligibility. If the information provided on this form is false and used to fraudulently obtain a discount under this program, I will be required to repay the discounted amounts.

Signature _____ Date _____

5. Mail to APS
Mail completed form and copies of income or public assistance documentation to:
APS Energy Support Program
 Dept. Code: CNDT 1
 2900 S. Diablo Way, Ste. 161
 Tempe, AZ 85282

To fill out an application online or for more information, visit aps.com/assist or call (844) 309-5655.

In Section 2, review the income guidelines for the 25% and 60% discount and determine which level you qualify for based on the number of people in your household. **Only check 1 box** based on your family size.

In Section 4, your signature and date are required. If you are applying online, attach the images or files of your income documentation and complete the process.

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Section 5: Processing your application

Once the application is received, processing can take up to 45 days if the application is mailed in. If you apply online, it is much faster. If any information is missing or incomplete, it will delay the review process.

A blue rounded square icon containing the text "45 days" in a large, bold, blue font. The "45" is significantly larger than the word "days".

If your application is approved, you will automatically begin receiving your qualifying discount on your monthly electric bill for 24 months.

When your eligibility term ends, you must reapply to continue receiving the monthly discounts. Don't worry, we'll send you a reminder when it's time to apply.

If you have any questions, we're happy to help. Call us at (844) 309-5655.