

2021 - 2022 Virginia Utility Assistance Program

The **Virginia Utility Assistance Program** includes Hardship Programs administered by Dollar Energy Fund and assists eligible utility customers with their **Appalachian Power Company, Old Dominion Power, Columbia Gas of Virginia and Virginia American Water Company** bills. Our program is a fund of last resort because it goes above and beyond what is available through federal, state and other programs. Dollar Energy Fund's 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**

General Program Information:

Applicants can only receive one grant per utility, per program year. **(10/1/2021 – 9/30/2022)**

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-case basis. Exceptions may be made in cases of extreme hardships. All applicants must provide verification of income. Income-eligible clients must apply for all federally-funded programs when those programs are open. 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.

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.

Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.

Requirements for Appalachian Power Company Customers:

The Neighbor to Neighbor Program is open from **October 1, 2021, through March 31, 2022**, for services that are off or in threat of termination. **From October 1, 2021, to November 30, 2021, grants will only be available to off/term customers who have not received CARES or Fresh Start in 2021.** Applicants must have made a sincere effort of payment of at least **\$100** on their Appalachian Power account in the three months prior to applying for a grant. Senior Citizens, age 62 and over, must have paid **\$75** on their accounts in the three months prior to applying for a

grant. Applicants must have an outstanding balance of at least **\$100**. The maximum grant amount an applicant may receive is **\$300**.

Requirements for Old Dominion Power Company Customers:

The WinterShare Program is open from **October 1, 2021, through September 30, 2022**, for services that are off or in threat of termination. Applicants, including Senior Citizens age 62 and over, must have made a sincere effort of payment of at least **\$100** on their Old Dominion Power Company account in the three months prior to applying for a grant. Applicants must have an outstanding balance of at least **\$100**. The maximum grant amount an applicant may receive is **\$250**.

Requirements for Columbia Gas Customers:

The HeatShare Program is open from **October 1, 2021, through September 30, 2022**, for services that are off or in threat of termination. Exceptions apply for Columbia Gas customers who are Senior Citizens. Applicants must have made a sincere effort of payment of at least **\$50** on their Columbia Gas account in the three months prior to applying for a grant. Senior Citizens, age 62 and over, must have paid **\$25**. Applicants must have an outstanding balance of at least **\$100**. Senior Citizens may have a **\$50** balance as long as there is no existing credit on the account. The maximum grant amount an applicant may receive is **\$500**.

Requirements for Virginia American Water Company Customers:

The H2O-Help to Others Program is open from **October 1, 2021, through September 30, 2022**, for services that are off or in threat of termination. Applicants, including Senior Citizens age 62 and over, must have made a sincere effort of payment of at least **\$50** in the last three months. Applicants must have an outstanding balance of at least **\$50**. The maximum grant amount an applicant may receive is **\$500**.

Income Guidelines:

For customers of **Appalachian Power Company, Old Dominion Power Company and Virginia American Water Company**, total gross household income must be at or below **150%** of the **2021 Federal Poverty Income Guidelines*** as shown in the chart below.

Household Size	150% Monthly	150% Yearly
1	\$1,610	\$19,320
2	\$2,178	\$26,130
3	\$2,745	\$32,940
4	\$3,313	\$39,750
5	\$3,880	\$46,560
6	\$4,448	\$53,370
7	\$5,015	\$60,180
8	\$5,583	\$66,990
Each add'l add	\$567	\$6,810

For customers of **Columbia Gas of Virginia**, total gross household income must be at or below **175%** of the **2021 Federal Poverty Income Guidelines*** as shown in the chart below.

Household Size	175% Monthly	175% Yearly
1	\$1,878	\$22,540
2	\$2,540	\$30,485
3	\$3,203	\$38,430
4	\$3,865	\$46,375
5	\$4,527	\$54,320
6	\$5,189	\$62,265
7	\$5,851	\$70,210
8	\$6,513	\$78,155
Each add'l add	\$662	\$7,945

**The 2022 Federal Poverty Income Guidelines will take effect on February 1, 2022 and will remain in effect for the remainder of the program year.*

How to Apply:

The best way to start seeking help is by **calling your utility company**. They will provide you with information on a number of different assistance programs that are available to help low-income utility customers.

Appalachian Power Company: 1-800-956-4237

Columbia Gas of Virginia: 1-800-272-2714

Virginia American Water Company: 1-800-452-6863

Old Dominion Power Company: 1-866-DOM-HELP

The 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/Virginia 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 Virginia afford utility service. Give to Dollar Energy Fund by:

- Donating through your monthly utility bill; or
- Giving online at www.dollarenergy.org/donate.

Visit www.dollarenergy.org to learn how to help.