

# KENTUCKY POWER'S HEART AND THAW PROGRAMS ASSIST CUSTOMERS IN NEED

Kentucky Power is changing its programs to assist low income customers and others in need of help. The Kentucky Home Energy Assistance Program (HEAP) is becoming the **Home Energy Assistance in Reduced Temperatures (HEART)** program. This will help differentiate our program from the federal heating assistance program. Kentucky Power is also adding a new program called the **Temporary Heating Assistance in Winter (THAW)**.

## WHAT IS HEART?

HEART provides participating Kentucky Power residential customers who have electric heat with \$115 of assistance each month January to April. Qualifying customers with non-electric heat can receive \$58 a month for those same four months.

The program is administered by Community Action Kentucky and its local community action agencies. The agencies follow specific guidelines to determine who qualifies for assistance.

Kentucky Power customers who receive HEART assistance are automatically enrolled in the Average Monthly Payment (AMP) plan. Future bills usually fluctuate less than \$20 from month to month and there is no settle-up month since costs are spread out through the year.

Kentucky Power customers can donate additional funds to HEART. Kentucky Power will match donations up to \$20,000 a year.

## WHAT IS THAW?

THAW provides participating Kentucky Power residential customers with assistance up to \$175. The program is available January through April or until designated funds are depleted on a first come, first served basis.

### Who can qualify for THAW?

- Demonstrate hardship with Community Action of Kentucky.
- Have an active account in your name as the primary account holder and not be more than 59 days past due.
- Not be enrolled in HEART.
- Have not had service disconnected for nonpayment and no more than one dishonored check or electronic payment.
- No fraudulent activity on the account.

### Community Action of Kentucky agencies are:

- *Big Sandy Area Community Action Program.*  
**Counties: Floyd, Johnson, Magoffin, Martin and Pike.** [bsacap.org](http://bsacap.org). 606-789-3641.
- *Gateway Community Action Agency.* **Counties: Morgan and Rowan.** [gatewaycaa.org](http://gatewaycaa.org). 606-743-3133.
- *LKLP Community Action Council.* **Counties: Knott, Leslie, Letcher and Perry.** [www.lklp.org](http://www.lklp.org). 606-436-8853.
- *Middle Kentucky Community Action Partnership.* **Counties: Breathitt and Owsley.** [mkcap.org](http://mkcap.org). 606-666-2452.
- *Northeast Kentucky Community Action Agency.* **Counties: Boyd, Carter, Elliott, Lawrence and Greenup.** [nkcaa.net](http://nkcaa.net). 606-286-4443.

Customers who do not qualify for either **HEART** or **THAW** yet are struggling to pay their electric bill, can still get help. Call 1-800-572-1113 to speak with a Kentucky Power representative to arrange a payment plan.



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