

## GENERAL INFORMATION

### 13. Low Income Program

The Low Income Program provides eligible customers with a fixed discount on their bill.

#### 1. Enrollment

- i. Customers whom the Company receives a regular HEAP benefit (“add-on”) on their behalf, shall be automatically enrolled in the Low Income Program.
  - a. A customer that provides documentation of receiving a HEAP benefit for an alternate heat source (i.e., wood, propane) shall be eligible for the Low Income program and receive Tier 1 benefits.
  - b. A customer identified by the State Office of Temporary and Disability Assistance as receiving a HEAP benefit paid to an alternate provider, shall automatically be enrolled in the Low Income Program and receive Tier 1 benefits.
  - c. Prior to each HEAP season, a customer that has not received a HEAP benefit on their behalf in the preceding 12 months, shall be removed from the Low Income Program.
- ii. Customers who can provide documentation of proof of their enrollment in public assistance programs associated with the Federal Lifeline Program shall be enrolled in the Low Income Program.
  - a. A customer that provides documentation of receiving benefits through the Federal Lifeline Program and does not receive a regular HEAP benefit shall be eligible for the Low Income Program and receive Tier 1 benefits.
  - b. A customer currently enrolled in the Low Income Program must provide documentation every 12 months to verify that they are still receiving benefits through the Federal Lifeline Program.
  - c. A customer that fails to provide documentation shall be removed from the Low Income Program.

#### 2. Discounts

The Company shall file a Low Income Program Discount Statement (EAP Statement) setting forth the bill discounts on not less than 1 days’ notice. Such statement may be found at the end of this schedule.

#### 3. Billing

A customer enrolled in the Low Income Program shall be billed in accordance with Rule 4.P.(1) Budget Billing of this Schedule.

- a. A customers shall have the option to opt-out of Budget Billing.
- b. If a customer falls into arrears, they shall be removed from Budget Billing in accordance with Rule 4.P.(1)(b) of this Schedule. Once the customer resolves the arrears, they can be re-enrolled in Budget billing.

#### 4. Reconnect Charges

The Company shall waive reconnect charges for customers that qualify for the Low Income Program.