



## Kentucky Power (HEART) HEA Slots Program

Kentucky Power's HEA program (HEART) is a slots-based program. This means that there are a limited number of slots for each county and for each benefit type. Approved applicants are *approved to be added to the waitlist* and may be prioritized for a slot if one is available in their county and they meet all eligibility requirements. Applicants are selected from the waitlist based on lowest income first. **An approved application is not a guarantee of a benefit.**

### Eligibility:

- Household income must be at or below **200% Percentage of Poverty**
- Must be responsible for home energy costs with bill in their or a spouse's name
- Be enrolled in a LIHEAP program if any such program is available to the applicant, and for those residential customers who use electricity as their primary source of heat, direct their LIHEAP payments to Kentucky Power.
- Household may not be receiving or have received funds through other HEA programs offered by KY Power for the Program Year (e.g. THAW or Donation HEART).
- The account must not be 60 days or more in arrearages.
- Applicant agrees to receive information on Kentucky Power's payment plans.
- Must provide the utility with access for monthly meter readings
- Does not reside in a multi-unit single metered building

### Benefits:

Benefit Type	Monthly Benefit Amount	Benefit Months
Electric Only	\$115	January-February-March-April
Base-Load	\$58	January-February-March-April

### Enrollment:

- Clients on the waitlist who are selected for a slot are sent to the utility. The utility will verify the client is eligible for the program and either enroll them or reject them based on their determination.
- Once enrolled, clients should expect to see a credit on their bill.
- Once enrolled, it is possible to be removed from the program. If the account that was used to apply is disconnected, the account will be removed from the program by the utility. There will be no notification if a client is removed.
- If service is moved to a new address, Kentucky Power may connect benefits to the new account number. Clients should inform the person they speak to about their service that they receive HEA benefits. If the utility is unable to connect the accounts, the client will need to reapply with their new account number. **Only the utility can connect benefits between old and new accounts.**

### Help:

- For an update on the status of the application, clients can contact the Community Action office where they applied and be informed of their status (Approved, Waitlist, Enrolled, Rejected, Removed)
- If a client is **enrolled** but has questions about their credits or bill, they should contact Kentucky Power.