



## Kentucky Power THAW Program

Kentucky Power's Temporary Heating Assistance in Winter (THAW) program can assist residential customers experiencing a hardship with assistance up to \$175. Applications are accepted January through April, on a first come, first served basis until funds are expended.

### Eligibility:

- Household must be responsible for home electric costs.
- Be an active Kentucky Power customer with bill in theirs or a spouse's name.
- Must demonstrate proof of hardship. Hardship is defined as an event that has caused a significant burden on the household. Hardship situations can include but are not limited to: medical, loss of income and/or natural disasters.
- Not be receiving or have received funds through the HEART program in the same Program Year.
- Must not have electric service disconnected.

### Benefit:

- Households can apply multiple times but cannot exceed the maximum benefit amount of \$175 for the program year. Benefit will be applied in the form of a credit on customer's accounts.

### Help:

- For questions on the application process, clients can contact their local Community Action office.
- If a client is approved but has questions about their credits or bill, they should contact Kentucky Power.