

# ASSISTANCE PROGRAMS FOR VIRGINIA CUSTOMERS



At Appalachian Power, we offer several programs and services to reduce energy usage and lower electricity bills. Let's work together to find the right option for you.

*\*Programs and services are available to eligible customers. Contact us to learn if you may qualify.*



## AVERAGE MONTHLY PAYMENTS (AMP)

Unusually hot summers or extremely cold winters could spike your electricity bill in critical months of the year. Let us help you plan for the unexpected, and avoid seasonal spikes, with stable bills year-round.

- Our Average Monthly Payment (AMP) plan spreads the costs of heating and cooling over the entire year. That means you pay roughly the same amount during the winter and summer as you pay the remainder of the year.
- A customer's AMP amount is calculated monthly based on the current twelve month average. The amount paid each month will fluctuate some to avoid accumulating a large settlement balance, or credit, at the anniversary month.

See more information at [AppalachianPower.com/AMP](https://AppalachianPower.com/AMP).



## PAYMENT EXTENSIONS AND PAYMENT ARRANGEMENTS

We recognize that financial hardships happen, and sometimes you need a little extra support paying your bill. Contact us or log in to your account to learn if you may qualify for a payment extension or arrangement.

- A payment extension is a one-time option that may provide you with a few extra days to pay your balance in full.
- An extended payment arrangement helps you spread out payments over a few months to pay off your balance in full.

Learn more at [AppalachianPower.com/Assistance](https://AppalachianPower.com/Assistance).



## HELP OTHERS IN YOUR COMMUNITY

Don't need payment assistance? Consider making a difference in your community. Together, we can make a big impact.

- Direct gifts to a recipient of your choice through our Friends & Family Direct program. You decide the amount to give, and your loved one's account will be credited immediately upon receipt.
- Our Neighbor to Neighbor program helps customers maintain electric service by taking donations and applying a utility assistance grant directly to their bill.

See details at [AppalachianPower.com/Assistance](https://AppalachianPower.com/Assistance).

## TAKE CHARGE™

Take Charge Virginia brings together all the energy efficiency initiatives we offer in one convenient place.



### HOME PERFORMANCE PROGRAM

The Home Performance Program helps assess your home for opportunities to improve energy efficiency. An Energy Advisor will tour your home, install energy savings measures and provide a Home Energy Assessment Report – all for free.

- The report will detail energy savings tips and additional measures for your consideration to save more money and energy.
- The additional measures may be eligible for rebates.



### LOW INCOME WEATHERIZATION PROGRAM

The Low Income Weatherization Program provides weatherization products and services to residential customers in need to help reduce energy bills and improve homes' comfort.

- A proposal of energy saving measures will be developed and provided to you.
- Eligible upgrades may include electric water heating measures, HVAC repair, replacement and/or maintenance, insulation and air sealing, and health and safety upgrades.

See the wide variety of energy efficiency programs offered to you by Appalachian Power at [TakeChargeVA.com](https://TakeChargeVA.com).



Scan the QR code or visit [AppalachianPower.com/SaveEnergy](https://AppalachianPower.com/SaveEnergy) for tips on saving energy at home.

## Appalachian Power Legislative Updates & Customer Assistance:

(April 2025) The APCo Rate Reduction Act, HB 2621 and SB 1076, passed the General Assembly and was recently signed into law by Governor Youngkin. The legislation goes into effect July 1 of this year. It will do several good things to help Appalachian Power customers:

- The bill directs APCo to securitize their West Virginia Coal Plants and the costs for the Helene Recovery and the January winter storm recovery. This alone should result in **approximately a 10% decrease** in bills starting in early 2026 after the securitization process is completed.
- The 2022 Christmas winter storm resulted in fuel costs that were 400 times higher than normal. Fuel costs are the expenses Appalachian Power incurs for the different fuel sources used to keep its power plants running and meet customers' needs. The fuel portion of a customer's bill is a pass-through to customers with no profit to the company. Those costs were spread out over three years to not hit customers' bills all at once as is typically required. The higher fuel costs will roll off in November of this year, resulting in **roughly a 4%-5% decrease**.
- **Rates cannot be raised until March 2026.** The State Corporation Commission is required to collect public comment on any future rate cases.
- APCo will **not be allowed to raise rates during between November through February** as these are the months where electricity usage is highest.
- APCo has been **instructed to file for a winter rate** that is lower as well. During the spring and fall when usage is lower, the rates will be adjusted to balance out and have less of a burden on customers.
- APCo **cannot charge reconnection fees until 3/1/2026** for those who have been disconnected, and **late fees are prohibited through the end of 2025**.

These changes will provide decreases in rates, better timing of any changes, and grace periods for those who have fallen behind, should all help to alleviate the burden of those struggling. Thank you to our legislators that worked so hard to get this bill across the finish line and thank you to Governor Youngkin for signing it into law. Delegate Jason Ballard and Senator Mark Peake carried the bills, and Delegate Israel O'Quinn worked incredibly hard as Chief Co-Patron. The APCo Rate Reduction Act will truly help our citizens, and we appreciate the legislators' efforts.

Also, thank you to the brave linemen that serve our communities where they live. No matter the weather, if there is work to be done, they are out there doing it and getting us reconnected. Their dedication to their friends, families, and neighbors is appreciated.

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### Customer Assistance

- **Low-Income Home Energy Assistance Program (LIHEAP):** In 2024, Appalachian Power helped nearly 30,000 Virginia customers access LIHEAP. The company's

Customer Service Team continues working with groups to ask the federal government to maintain funding for LIHEAP.

- **Payment Extensions & Payment Arrangements:** A payment extension is a one-time option that may provide customers with a few extra days to pay their balance in full. An extended payment arrangement helps customers spread out payments over a few months to pay off their balance in full. Customers can learn more at [AppalachianPower.com/Assist](https://AppalachianPower.com/Assist).
- **Average Monthly Payment Plan:** The Average Monthly Payment (AMP) plan is different from the former “budget plan.” AMP spreads the costs of heating and cooling over the entire year. That means customers pay roughly the same amount during the winter and summer as they pay the remainder of the year. More information on AMP is at [AppalachianPower.com/AMP](https://AppalachianPower.com/AMP).
- **Virginia’s Percentage of Income Payment Program (PIPP):** The Percentage of Income Payment Program (PIPP) helps eligible Virginia customers manage their outstanding electric bills (Virginians with a gross annual income at or below 150 percent of the federal poverty guidelines may be eligible). Customers can apply online through CommonHelp, Virginia’s online website, by visiting [CommonHelp.Virginia.gov/Access](https://CommonHelp.Virginia.gov/Access); by phone at 855.635.4370; or with a submitted application to the local Department of Social Services in-person, by mail or by fax.
- **Neighbor to Neighbor Bill Pay Assistance:** The Neighbor-to-Neighbor Program lends a hand to customers experiencing financial hardships and needing help to get back on their feet. Administered by Dollar Energy Fund, the program provides eligible customers with a utility assistance grant applied directly to their bill. Appalachian Power matches donations from customers and, in 2024, provided \$250,000 of assistance to customers. More information is available at [AppalachianPower.com/Assist](https://AppalachianPower.com/Assist).
- **Energy Efficiency Programs:** Appalachian Power helps Virginians keep energy costs down by educating its customers on how to lower their energy usage and providing incentives to make their home or business more energy efficient.