

Available  
Resources

for Low  
Income  
Customers

# Budget Billing



## Description

Budget Billing keeps a running total of the difference in the dollar amount of what the customer is billed on the program and their actual usage. This difference may fluctuate up or down, depending on the actual bill amount, and is used to help determine if a new Budget Bill amount is needed. The time of year the customer begins the program can impact both the frequency and dollar amount of Budget Billing changes.

If the customer discontinues the program, or final their account, this balance will be applied to the bill. Budget Billing is a free service that averages the highs and lows of your electric bill. The customer pays a similar amount each month instead of having their bill vary with usage throughout the year, which helps budget.

The customer's average monthly billing amount is calculated by dividing the total electric bills from the previous twelve months by 12 and rounding that amount to the nearest whole dollar. This gives the first monthly Budget Billing amount.

The monthly Budget Billing amount is continuously recalculated to make sure the customer's average usage has not changed significantly. If there is a change, the next monthly Budget Billing amount is adjusted. Customers are notified of this change, before this new amount is billed. The difference between the customer's actual electric bill amount and the customer's Budget Billing amount each month is called the "difference" amount. Over time, the "difference" balance moves up and down, depending on the customer's energy usage habits.

## Bill Discounts

### Supplemental Security Income (SSI)

Supplemental Security Income (SSI) is a Federal income maintenance program for the aged, blind and disabled. The program provides monthly payments to aged, blind and disabled people who have little or no income and resources. The Federal Government administers the SSI program through the Social Security Administration. Even though the Social Security Administration runs the program, SSI is not the same as Social Security.

### Medicaid for Low Income Families (MLIF)

Medicaid for Low Income Families (MLIF) is a Federal income maintenance program for low income families with dependents.

Alabama Power discounts monthly bills of customers receiving Supplemental Security Income (SSI) or Medicaid for Low-Income Families (MLIF). The discount is equal to the monthly customer charge in effect at time of billing. The discount includes \$14.50 toward the customer charge (the amount of the FD customer charge). The Natural Disaster Fee is not billed to the customer.

Family Dwelling(FD) - \$14.50 per month = \$174.00 per year

### Eligibility

SSI/MLIF discount customer must

- Be billed on rate a Residential Rate
- Make written application to Alabama Power
- Be *certified* recipient of SSI or MLIF benefits

How to sign up

- The customer can come into an APC office and sign the SSI/MLIF application.
- The customer can request and application be mailed
- The application must be completed with the recipient's name, social security number and signature.
- Upon receipt of the completed form, the SSI Rider will be added to the customer's bill account.

Transfers

SSI does not transfer. If the customer changes addresses, the customer should ask for the rider to be established on the new account to continue receiving the discount.

Learn more:

[www.ssa.gov/ssi/text-understanding-ssi.htm](http://www.ssa.gov/ssi/text-understanding-ssi.htm)



## **Weatherization Assistance Program (WAP)**

The Alabama Weatherization Assistance Program (WAP) is a federally funded program administered by the Alabama Department of Economic and Community Affairs (ADECA). WAP is funded through a grant from the U. S. Department of Energy. ADECA contracts with local Community Action Agencies and the Montgomery County Commission to deliver WAP to low-income households in all 67 counties across the state.

WAP's mission is to reduce energy costs for low-income households, particularly for the elderly, disabled, and families with children, by improving the energy efficiency of their homes which helps to ensure their health and safety. To receive assistance, the applicant's income must not exceed 200% of the federally established poverty level.

Alabama weatherization assistance typically includes mitigating outside air infiltration into the conditioned space of the home, installing attic, wall and floor insulation, sealing ductwork, performing HVAC system tune-ups and repairs, repairing leaky and/or faulty windows and doors, and replacing incandescent light bulbs with highly efficient compact fluorescent light bulbs. Health and safety checks are also performed on the home.

## **Low Income Home Energy Assistance Program (LIHEAP)**

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program administered by the Alabama Department of Economic and Community Affairs (ADECA). LIHEAP is funded through a grant from the U. S. Department of Health and Human Services. ADECA contracts with Community Action Agencies and local nonprofit agencies to deliver LIHEAP to low-income households throughout the state.

The objectives of LIHEAP are to help low-income families meet the costs of home energy, defined as heating and cooling of residences, and to increase their energy self-sufficiency and reduce their vulnerability resulting from energy needs.

The target population is low-income households, especially those with the lowest incomes and the highest home energy costs or needs in relation to income, considering family size. Additional targets are low-income households with members who are especially vulnerable, including the elderly, persons with disabilities, and young children. To receive assistance, the applicant's household income must not exceed 150% of the federally established poverty level.

Learn more:  
[www.adeca.alabama.gov](http://www.adeca.alabama.gov)

# Senior Citizen Discount / Utility License Tax Exemption

## Senior Citizen Discount/ULT Exemption

The Utilities License Tax Exemption is more commonly referred to as the "Senior Citizen Discount". Eligible customers will be exempt from the 2.2% Utilities License Tax.

### Qualifications

- Head of Household Age 62 or older or permanently disabled
- No more than one additional resident (adult) under age 62 in the household
- Combined household income under \$12,000 annually.

The Alabama Department of Human Resources administers the program and the customer should apply at the agency for the exemption. Customers will be certified for 12 months and will be required to recertify with Human Resources prior to the end of the 12 months certification.

A change in the name or address on the monthly bill will cause the customer to lose their eligibility for the exemption and re-application to the Alabama Department of Human Resources is required.

Alabama Department of Human Resources sends a monthly list of all customers certified during each month to Revenue Accounting. Revenue Accounting is responsible for coding customers' accounts and coordinating with Alabama Department of Human Resources.

Learn more:  
Alabama Department of Human Resources  
(334) 242-1310

# Energy Assistance Programs

## Low-Income Customers



## Project Share

Service to Help Alabamians with Relief on Energy

Initiated by Alabama Power in 1982, Project Share helps pay energy bills of low income Alabamians who are elderly (60+) or disabled. The program is managed by the Salvation Army. Funds are raised through contributions from customers and collected by Alabama Power and rural electric cooperatives. Alabama Power accepts monthly pledges of any whole dollar amount and forwards funds to The Salvation Army.

For energy assistance through Project SHARE, customers can contact their local Salvation Army (205)328-5656 or dial United Way at (888)421-1266 to inquire. Those who wish to contribute to Project SHARE can check the box on their power bill, enroll online, or call Alabama Power Company at (800)245-2244.

### Agencies that Administer Project Share

There is an agency in 53 counties administering Project SHARE. The list of country administrators is below.

Autauga	Community Action Partnership of Middle Alabama	Hale	Community Service Programs of West Alabama
Baldwin	Community Action Agency South Alabama	Henry	Henry County Department of Human Resources
Barbour	Family Service Center	Jefferson	Urban Ministry
Bibb	Community Service Programs of West Alabama	Lamar	Community Service Programs of West Alabama
Bullock	Bullock County Aging Program	Lee	The United Way of Lee County
Butler	The United Way of Butler County	Lowndes	Organized Community Action Program, Inc.
Calhoun	The Salvation Army Anniston	Macon	Macon-Russell Community Action Agency
Chambers	Circle of Care for Families	Marengo	Community Action Agency of South Alabama
Chilton	Community Action Partnership of Middle AL	Marion	Marion-Winston Community Action Committee
Choctaw	Community Service Programs of West Alabama	Mobile	The Salvation Army, Mobile
Clarke	Community Action Agency of South Alabama	Monroe	Community Action Agency of South Alabama
Clay	Community Action Agency of TCRCC	Montgomery	The Salvation Army, Montgomery
Cleburne	Community Action Agency of TCRCC	Perry	Sowing Seeds of Hope
Coffee	The Salvation Army, Dale/Coffee County	Pickens	Pickens County Community Action Committee
Conecuh	Community Action Agency of South Alabama	Pike	Organized Community Action Program
Coosa	The Salvation Army, Tallapoosa County	Randolph	The Salvation Army, Tallapoosa County
Covington	Organized Community Action Program, Inc.	Russell	Macon -Russell Community Action Agency
Crenshaw	Crenshaw County Department of HR	Shelby	Community Action Partnership of Middle AL
Dale	The Salvation Army, Dale/Coffee County	Sumter	Community Service Programs of West Alabama
Dallas	Dallas County Family Resource Center	Talladega	Community Action Agency of TCRCC
Elmore	Community Action Partnership of Middle Alabama	Tallapoosa	The Salvation Army, Tallapoosa County
Escambia	Community Action Agency of South Alabama	Tuscaloosa	Community Service Programs of West Alabama
Etowah	Etowah County Baptist Missions Center	Tuscaloosa	The Salvation Army, Tuscaloosa County
Fayette	Community Service Programs of West Alabama	Walker	The Salvation Army, Walker County
Franklin	Community Action Agency of Northwest Alabama	Washington	Mobile County Community Action Agency
Greene	Community Service Programs of West Alabama	Wilcox	Community Action Agency of South Alabama
		Winston	Main Street Ministries

Learn more:

[www.salvationarmyalm.org/birmingham/project-share/](http://www.salvationarmyalm.org/birmingham/project-share/)

## Energy Efficiency Tips

- Install programmable thermostat to manage heating and cooling usage
- Set your water heater's thermostat to 120°
- Use low flow aerators to reduce water consumption
- Install additional insulation in attics or crawlspaces
- Weatherize the home
- Install an insulation blanket on your water heater
- Make sure water heater is insulated from concrete
- Insulate water lines at least two feet from water heater
- Install LED bulbs
- Check bulb wattage, use the lowest wattage possible
- When not in use, turn off lights and electronics.
- Run appliances only minimal times
- Use a ceiling fan during the summer
- Raise your thermostat above 75° during the summer
- Use a ceiling fan to distribute heated air in the Winter.  
(When reversed, fans can circulate hot-air trapped near the ceiling)
- Lower your thermostat to 68° in the winter
- Install window blinds to minimize heat transfer during the summer
- Have heating and cooling units inspected and serviced annually
- Clean coils on the refrigerator regularly
- Caulk windows and doors
- Add weather stripping to doors that have cracks near the entry ways
- When cooking, use indoor ovens in the winter and outdoor grills in the summer
- Utilize natural light when possible
- Change your air filters regularly
- Make sure heating and cooling registers and return air grilles are not blocked

Learn more:

<http://www.alabamapower.com/residential/ways-to-save/energy-saving-programs>