

NEW

Updates for HEART and THAW Assistance Programs

Kentucky Power is providing an additional \$2 million for **HEART** and **THAW** to assist customers with electric bills as eastern Kentucky communities continue to struggle because of the effects of the COVID-19 pandemic.

Community Action Kentucky will continue facilitating the disbursement of funds and will initially have an additional \$1 million to help customers through April 2021, the end of the current **THAW** program year. Through April 2021, customers must meet current eligibility requirements to qualify to receive up to \$175 in **THAW** assistance.

Further, **THAW** will have a second round, beginning in May 2021 and running through September 2021. Customers who previously received **HEART** or **THAW** benefits will be eligible to receive new **THAW** funds from May through September 2021. The maximum benefit a customer can receive will remain at \$175 for this second round.



Community Action of Kentucky agencies are:

- *Big Sandy Area Community Action Program*
Counties: Floyd, Johnson, Magoffin, Martin and Pike
bsacap.org | 606-789-3641
- *Gateway Community Action Agency*
Counties: Morgan and Rowan
gatewaycaa.org | 800-927-1833
- *LKLP Community Action Council*
Counties: Knott, Leslie, Letcher and Perry
lklp.org | 800-401-4287
- *Middle Kentucky Community Action Partnership*
Counties: Breathitt and Owsley
mkcap.org | 606-666-2452.
- *Northeast Kentucky Community Action Agency*
Counties: Boyd, Carter, Elliott, Lawrence and Greenup
nkcaa.net | 800-817-4443



An **AEP** Company

Go to KentuckyPower.com for more.

Customers who do not qualify for either **HEART** or **THAW**, yet are struggling to pay their electric bill, can still get help. Call 1-800-572-1113 to speak with a Kentucky Power representative to arrange a payment plan.