

# KENTUCKY POWER'S **HEART** AND **THAW** PROGRAMS ASSIST CUSTOMERS IN NEED

Kentucky Power offers programs to assist low income customers and others in need of help. **Home Energy Assistance in Reduced Temperatures (HEART)** and the **Temporary Heating Assistance in Winter (THAW)**. Both programs are funded with customer and company contributions. In 2024, the company and its shareholders contributed \$1,209,940 to the programs.

## WHAT IS HEART?

HEART provides participating Kentucky Power residential customers who have electric heat with \$115 of assistance each month January to April. Qualifying customers with non-electric heat can receive \$58 a month for those same four months.

The program is administered by Community Action Kentucky and its local community action agencies. The agencies follow specific guidelines to determine who qualifies for assistance.

Kentucky Power customers also can contribute funds to help through Donation HEART. Just check the box on your paper bill and indicate an amount and it will be added each month. Kentucky Power will match donations up to \$20,000 a year. Currently, there is not an option to donate to HEART online.

## WHAT IS THAW?

THAW provides participating Kentucky Power residential customers with assistance up to \$175. The program is available January through April or until designated funds are depleted on a first come, first served basis.

### Who can qualify for THAW?

- Nearly anyone who can demonstrate hardship with Community Action of Kentucky and the local CAK agency.

### 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 or 606-743-3133
- *LKLP Community Action Council*  
**Counties:**  
**Knott:** 606-785-3322      **Leslie:** 606-672-2155  
**Letcher:** 606-633-4458      **Perry:** 606-436-3161  
**lklp.org**
- *Middle Kentucky Community Action Partnership*  
**Counties:**  
**Breathitt:** 606-666-5902      **Owsley:** 606-593-5103  
**mkcap.org**
- *Northeast Kentucky Community Action Agency*  
**Counties:** **Boyd, Carter, Elliott, Lawrence, Greenup**  
**nkcaa.net** 606-286-4443 or 800-817-4443

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.



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Go to [KentuckyPower.com](http://KentuckyPower.com) for more.