

Appendix B: Instructions for Verifying Citizenship and Non-Citizen Legal Permanent Resident (LPR) Status

Definition of U.S. Citizenship

U.S. citizenship is established at birth when an applicant is born in the U.S., its territories, or possessions. U.S. territories or possessions include any of the following:

- American Samoa
- Guam - on or after January 17, 1917
- Northern Mariana Islands-on or after November 4, 1986
- Panama Canal Zone –on or after February 26, 1904
- Puerto Rico - on or after July 1st, 2010 (Senate Bill 1182, Law #191 of 2009)
- Swain Islands
- U.S. Virgin Islands - on or after January 17, 1917

Verification of U.S. Citizenship

TO BE POTENTIALLY ELIGIBLE APPLICANTS WHO DECLARE U.S. CITIZENSHIP OR LEGAL RESIDENT STATUS MUST PROVIDE DOCUMENTATION FOR VERIFYING, WITH THE FOLLOWING EXCEPTIONS:

The following participants are exempt if they are receiving the following services:

- Currently receiving Social Security Disability (SSD).
- Currently receiving Supplemental Security Income (SSI). This includes participants who move here from another state and are in the process of transferring their SSI benefits to Arizona.
- Currently receiving Medicare.
- Eligible in the Deemed Newborn MA category.
- Children in Foster Care assisted under title IV-8 of the Social Security Act. Children who are recipients of Foster Care maintenance or adoption assistance payments under title IV-e.
- Children receiving adoption subsidies.

Note: The participants receiving the service must provide an award letter or documentation as proof of receiving the service. Once the participant is no longer receiving the benefits that meet the exemption criteria they must then provide the proper and approved documentation as described in the section below.

Approved Documentation

Citizenship may be verified using ANY of the documents indicated under sections A, B, C or D below:

A. Primary – Verification Documents

1. A birth certificate showing birth in the U.S., its territories or possessions.

2. Certificate of Birth issued by the Department of State (FS-545 or DPS-1350).
3. U.S. Passport current or expired, except limited passports which are issued for periods of less than 5 years.
4. U.S. Passport Card issued by the United States Citizenship and Immigration Services (USCIS).
5. Certificate of Naturalization (N-550 or N-570).
6. Certificate of U.S. Citizenship (N-560 or N-561).
7. Report of Birth Abroad of a U.S. Citizen (FS-240) issued by the U.S. State Department.
8. U.S. Consular officer's statement.
9. A United States Citizen Identification Card (I-197).
10. Northern Mariana Identification Card (I-873).
11. A tribal enrollment card or Certificate of Indian Blood issued by a federally recognized Indian Tribe that shows that the person is enrolled or affiliated with that tribe.
12. American Indian Card (I-872) issued by USCIS with the classification code KIC. The benefit granting Service Provider shall require the applicant to present a membership card or other tribal document demonstrating membership in an Indian tribe. If the applicant has no document evidencing tribal membership, the benefit granting Service Provider should contact the Indian tribe for verification of membership.

B. Secondary – Verification Documents

1. An identification card for use of Resident Citizen (I-179).
2. U.S. Census record that shows the applicant's name, a U.S. place of birth and the date of birth or the applicant's age when the record was made. It must also indicate a place of birth in the U.S., its Territories or Possessions.
3. Religious record created within three months after birth, showing the participant's date of birth, OR the participant's age when the record was made. It must indicate a place of birth in the U.S. Territories or Possessions.
4. Proof of employment as a U.S. Government Civil Servant before June 1, 1976.
5. Early school records, showing the date of admission, the child's date and place of birth and the names and places of birth of the parents.
6. Adoption finalization papers showing the child's name and place of birth in the U.S., its territories or possessions. (When adoption is not finalized and the State will not release a birth certificate prior to final adoption, a statement from a state approved adoption Service Provider containing the child's name and place of birth may be used. The source of information must be an original birth certificate and must be indicated in the statement).

C. Primary or Secondary Documents Are Not Available

When none of the primary or secondary documents are available, accept any other document that establishes a U.S. place of birth or in some way indicates U.S. Citizenship. These include the following:

1. Certificates of Live Birth signed by a hospital official and parent
2. Medical records created at least five years before applying for services that list a U.S. place of birth (For children under age 16 the documents must be created near the time of birth OR five years prior to the application date. These include: hospital wrist bands, crib cards, or yellow copies of hospital birth certificates indicating birth in the U.S., its territories or possessions (See U.S. Citizenship on page 1).)
3. American Indian Census Records
4. Verification from the U.S. Citizenship and Immigration Services (USCIS). (The documentation **CANNOT** be expired.)
5. Verification from the Social Security Administration, e.g. award letter
6. Verification sent directly to the agency from a local, state or federal bureau of vital records office

7. Legal records showing the applicant's name and place of birth in the U.S., its territories or possessions
8. Department of Homeland Security (DHS), Verification Information System (VIS) response that validates U.S. Citizenship
9. Online data match screen print with the Arizona Department of Vital Records through the AHCCCS Citizenship Verification System
10. Military papers - When verifying military service criteria, the following apply:
 - a. An honorably discharged veteran of the Armed Forces of the U.S. must present an original or notarized copy of the veteran's discharge papers
 - b. Verify active duty status with an original or notarized copy of the applicant's current orders or a military ID card (DD form 2(active))
 - c. A spouse or unwed dependent child of a veteran or active duty non-citizen must provide a document to verify relationship along with military verification requirements
 - d. A stepchild living with the stepparent must provide documents to verify relationship along with military verification requirements
11. Marriage certificate showing marriage to a U.S. male citizen before September 22, 1922
12. Life, health or other insurance record, created at least five years before the application date (Record must indicate a place of birth in the United States)
13. State census records that show the participant's name, a U.S. place of birth, and the date of birth or age of the participant
14. Tribal census records for the Navajo or Seneca tribes (The records must be created at least five years before the application and list a U.S. place of birth.)
15. An official notification of birth registration from a U.S. State's Department of Vital Statistics
16. An amended U.S. public birth record that is amended more than five years from the applicant's birth
17. A statement signed by the physician or midwife who was in attendance at the time of birth
18. The roll of Alaska Natives from the Bureau of Indian Affairs
19. A **current** decision letter from the ADES/Family Assistance Administration that demonstrates eligibility for the Food Stamp or Cash Assistance Programs (The award letter must list the Low Income Home Energy Assistance Program (LIHEAP) applicant as an eligible member of the household and for Short Term Crisis Services (STCS) Program the qualifying child must be listed as an eligible member of the household.)

D. Primary or Secondary Documents Not Obtainable

When the applicant cannot obtain the Primary or Secondary forms of verification they may provide an Affidavit Attesting Citizenship. An Affidavit Attesting Citizenship must meet all of the following requirements:

1. Be completed by a U.S. Citizen who is knowledgeable about the participant's circumstances
2. Be signed by a U.S. Citizen that is not a member of the household
3. Be approved by the Case Manager Supervisor
4. Document the reason for using the affidavit form

Only original or un-tampered copies of required documents are acceptable for verifying citizenship.

Verification of Qualified Non-Citizens

Applicants, who state they are Non-Citizen Legal Residents, must meet at least one of the categories set forth below:

A. Lawful Permanent Resident (LPR)

A lawful permanent resident (LPR) is admitted into the U.S. for permanent residence under the Immigration and Nationality Act (INA). This Non-Citizen Legal Resident is potentially eligible for services when they meet any of the following:

1. They have been continuously lawfully residing in the U.S. and their date of entry is five years in the past or more
2. They entered the U.S. as a Non-Citizen Legal Resident eligible for benefits in another qualified category prior to becoming an LPR
3. They have a military connection
4. They are American Indians born in Canada who possess at least 50 per centum of American Indian Blood. These Non-Citizen Legal Residents are recognized as LPR

These applicants normally have one of the following USCIS documents.
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-551- Resident Alien Card (Eligible for Benefits)
2. I-151- Alien Registration Receipt Card (Eligible for Benefits)
3. I-194- or unexpired passport with the words: Processed for I-551

Temporary Evidence of Lawful Permanent Residence – Valid Until (Date)

With the following Stamp/Annotations of Law

1. Adjustment Admission Stamp - Eligible when any of the following sections of law are indicated: 203(a)(7); 207;208;212(d)(5); 243(h)(with a PRUCOL determination)
2. Non-Specific Admission Stamp -Eligible when the form is noted with an I- 551 eligible status code
3. Parole Admission Stamp - Eligible when the period of parole is for at least one year as verified on the stamp
4. Replacement Admission Stamp - Eligible when the stamp displays an I-551 eligible Status Code
5. Temporary I-551 Admission Stamp - Eligible when the key phrase reads one of the following:
 - a. "Admission for Permanent Residence at: "D" or "Processed for I-551 Temporary evidence of admission for Permanent Residence" and displays one of the following Status Codes: AM1; -2; -3; -6; -7; -8,
 - b. Asylee
 - i. An Asylee, Non-Citizen Legal Resident is granted asylum through an exercise of discretion by the Attorney General, pursuant to Section 208 of INA. This Non-Citizen is potentially eligible for benefits for a period of seven years from the date their status is granted.
 - ii. These applicants normally have one of the following USCIS documents. (NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):
 1. I-94 with one of the following:
 - a. A stamp showing grant of asylum under Section 208 of the INA to include:
 - i. AS1 - Eligible for benefits
 - ii. AS2 - Eligible for benefits
 - iii. AS3V92 - Eligible for benefits

Note: The eligibility period begins from the month the Asylee status is granted, NOT the month of U.S. entry.

B. Refugee or Amerasian

A Refugee or Amerasian is admitted into the U.S. under Section 207 of INA. This Non-Citizen is potentially eligible for benefits for a period of seven years from the date that their status is granted.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94- endorsed to show entry as a refugee under Section 207 of the INA or entry as an Amerasian OR noted with one of the following Status Codes: NP2 – 7; P2 -6, -7, -71; RE-8; Z2; (Eligible for Benefits).

C. Victim of Human Trafficking

A victim of human trafficking is admitted onto the U.S. under the Trafficking Victims Protection Act (TVPA) of 2000. This Non-Citizen Legal Resident is potentially eligible for services for a period of seven years from the date that their status is granted.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED)

1. I-94- with a T Visa or Derivative T Visa (T, T-2, T-3, T-4, or T-5)

D. Non-Citizen Legal Resident Paroled Into The U.S.

A Non-Citizen paroled into the U.S. is lawfully present in the U.S. as a result of a grant of parole by the Attorney General, pursuant to Section 212(d) (5) of the INA. This Non-Citizen is potentially eligible for services when the period of the parole is for at least one year.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94 - with PAROLE PURSUANT TO SECTION 212(d) (5) on the front.

The form must not be expired and the expiration date must be at least one year after the issue date. Both dates are documented on the form (Eligible for Benefits).

E. Non-Citizen Legal Resident Whose Deportation Is Withheld

A Non-Citizen Legal Resident whose deportation is withheld is a Non-Citizen Legal Resident for whom the Attorney General has withheld deportation from the U.S. pursuant to Section 243(h) or 241 (b)(3) of the INA. A Non-Citizen Legal Resident whose deportation is withheld is potentially eligible for services for a period of seven years from the date of the judge's orders.

These applicants normally have one of the following USCIS documents:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED).

1. I-94 -with an order from an immigration Judge showing one of the following:
 - a. Deportation withheld under 243(h) of the INA (Eligible for Benefits)
 - b. Removal withheld under 241(b)(3) of the INA (Eligible for Benefits)

F. Cuban or Haitian Entrant

Cuban or Haitian entrants are admitted to the U.S. by USCIS as a Cuban or Haitian entrant pursuant to Section 501 (e) of the Refugee Education Assistance Act of 1980 (PL 104-93). Cuban or Haitian

entrants are potentially eligible for benefits for a period of seven years from the date that their status is granted.

These applicants normally have the following USCIS document:
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED)

1. I-94 with the words: CUBAN/HAITIAN ENTRANT UNDER 212(D) OF THE INA (Eligible for Benefits)

G. Conditional Entrant

A conditional entrant was granted conditional entry into the U.S. before April 1, 1980, pursuant to Section 203 (a) (7) of the INA. Conditional entrants are potentially eligible for benefits regardless of any later change in their status.

These applicants normally have one of the following USCIS documents.
(NOT ACCEPTABLE IF DOCUMENTS ARE EXPIRED):

1. I-94 – with the words: ADMITTED AS A REFUGEE – CONDITIONAL ENTRY under Section 203(a) (7) of the INA. (Eligible for Benefits)

H. Abused or Battered Non-Citizen

Documented Non-Citizens may become qualified Non-Citizens when they have suffered abuse from a parent or a spouse.

The Service Provider staff must inform the Abused or Battered applicant of the following:

1. Applicant must contact the USCIS to obtain a Petition for Abused Aliens
2. The abuse must have occurred in the U.S. and the abusive person must be a U.S. Citizen or Lawful Permanent Resident
3. They must currently reside in the U.S.
4. They must provide any and all documentation verifying continuous residency in the U.S. for the prior five years

Note: All periods of time that are not accounted for must be addressed by an applicant statement.

In order for the Non-Citizen to be eligible under this category, they must meet ALL of the following:

1. Possess appropriate USCIS status
2. Be battered or subject to extreme cruelty

3. Have a substantial connection between battery and the need for benefits
4. No longer residing with the batterer

I. Indefinite Detainee

Indefinite detention status pertains to Non-Citizens who have served their time for a criminal conviction and have been given formal orders to leave the U.S. Subsequently, Indefinite Detainee status is met when the Non-Citizen is allowed to indefinitely remain the U.S. because neither their home country, nor any other country will accept them.

J. Military Connection

Non-Citizens who meet both of the following criteria are potentially eligible for benefits, regardless of their date of entry:

1. They are a qualified Non-Citizen
2. They meet one of the following military service criteria:
 - a. An honorably discharged veteran or person on active duty
 - b. On active duty in the Armed Forces of the U.S.
 - c. A spouse of a veteran or person on active duty who meets one of the following:
 - i. Is legally married to the veteran or person on active duty
 - ii. Is legally separated from the veteran or person on active duty
 - iii. Is a widowed spouse of the veteran or person on active duty and has not remarried

Note: The applicant remains eligible regardless of whether they are living together or apart; the veteran or active duty person can be a U.S. Citizen or a Non-Citizen Legal Resident.

When verifying military service criteria, the following apply:

1. An honorably discharged veteran of the Armed Forces of the U.S. must present an original or notarized copy of the veteran's discharge papers
2. To verify the active duty status an original or notarized copy of the applicant's current orders or a military ID card (DD form 2 (active)) may be used
3. Only full-time Air Force, Army, Navy, Marine or Coast Guard is eligible
4. Any Reserve or National Guard duty is excluded

A spouse or single dependent child of a veteran or active duty alien must provide a document to verify relationship along with military verification requirements.

Non-Citizen Alien Identification Cards

This section identifies alien ID cards that applicants may provide to determine whether they meet one of the qualified non-citizen requirements to receive benefits. Documents cannot be EXPIRED.

Alien Identification Cards

The eligible ID cards listed in this section are as follows:

1. I-94 Arrival/Departure Record
 - a. POTENTIALLY ELIGIBLE depending on the following:
 - i. I-94 admission stamp used, section of law/class-code annotations; Applicant must also meet a qualified Non-Citizen Legal Resident Status criteria identified in Section II-A. NOT ELIGIBLE for benefits when the document lacks a registration number
2. I-94 Parole Edition
 - a. POTENTIALLY ELIGIBLE depending on the following:
 - i. I-94 admission stamp used; section of law/class-code annotations; Applicant must also meet a qualified Non-Citizen Legal Resident Status criteria identified in Section II-A. NOT ELIGIBLE for benefits when the document lacks a registration number.
3. I-151 Alien Registration Card
 - a. POTENTIALLY ELIGIBLE – The I-151 is the original green card. Many however were printed on blue paper; several versions of this card exist.
 - i. Applicants must also meet qualified Non-Citizen Legal Resident Status criteria identified in Section II-A.
4. I-551 Permanent Resident Card
5. Visa Stamps in Foreign Passports – Eligible when all of the following occur:
 - a. The Visa is stamped "Processed for I-551, temporary Evidence of Lawful Admission for Permanent Residence".
 - b. Neither the Visa NOR the passport have expired. The passport's expiration date is normally found on the same page as the person's photograph.

Note: Applicants, who have expired, lost or otherwise cannot locate their immigration documents from USCIS are responsible for contacting USCIS for replacement documents.

Note: Qualified Non-Citizen Legal Residents may have documents described as eligible. Case managers must examine documents to establish their expiration date and cannot accept expired documents.

Affidavit That Document(s) Is/Are True

An eligible applicant must execute a sworn affidavit stating that the documentation provided as listed on this document during the verification process is true.

1. Contractors who determine eligibility for these programs will be required to ensure that a sworn affidavit is obtained in a way that does not delay the eligibility determination process, or add cost to the process for the applicant.
2. Eligible applicants are exempt from providing an affidavit only if they are 60 years of age or older, if they are Tribal Members or if they are disabled or have an incapacity of the body or mind which makes them unable to supply such affirmation.
3. Any contractor classified as a non-profit charitable organization must notify Department of Economic Security, Division of Aging and Adult Services (DES/DAAS), if "discovered violations" will not be reported to ICE, also:
 - a. Contractors will establish their own process for reporting discovered violations to the Federal Department of Immigration and Customs Enforcement (ICE) and are advised to consult with legal counsel or ICE for further guidance.

Determining Non-citizen Status

To determine non-citizen status, complete the following:

1. Ask the applicant for their USCIS documentation. When the applicant states they do not have documentation, do not question the participant further regarding their non-citizen status.
2. When the document is provided, compare the document to the documents listed on pages 4 through 10. If the document is one of the qualified non-citizen documents, the non-citizen has a qualified status.
3. A nonqualified non-citizen, who is residing in the United States without the knowledge or permission of USCIS, may do one of the following:
4. Voluntarily self-declare that they are residing in the U.S. illegally or
5. Provide Immigrations and Customs Enforcement (ICE) documents verifying violation of USCIS law.
6. When either of these occurs, follow your Service Provider's process for reporting discovered violations to the Federal Department of Immigration and Customs Enforcement (ICE).

Non-Qualified Non-Citizens

Consider the following Non-Citizens as Non-Qualified. Documents include, but are not limited to the following:

1. I-94 (Non-citizens with this document may have either qualified or nonqualified status. The admission stamp annotated on the card determines the non-citizen's status.)
2. I-184 (Crewman Landing Permit)

3. I-185 (Nonresident Alien Canadian Border Crossing Card)
4. I-186 (Nonresident Mexican Border Crossing Card)
5. I-444 (-Mexican Border Visitor Permit)
6. I-586 (Nonresident Alien Border Crossing Card)
7. I-688A (Employment Authorization)
8. I-688 (Temporary Resident [This is the first card issued to non-citizens living in the U.S. under the Amnesty Program of the Immigration Reform and Control Act of 1986.]
9. I-688B (Employment Authorization [This is the second card issued to non-citizens under the Amnesty Program of the Immigration Reform and Control Act of 1986.]
10. I-689 (Fee Receipt-Non-citizens [With this card may have either qualified or nonqualified status. The Provision of Law annotated on the card determines the non-citizen's status.]
11. I-766 (Employment Authorization)
12. DSP150 (Border Crossing Card [This card was introduced in 1997. Non-citizens with this card may have either qualified or nonqualified status. The Provision of Law annotated on the card determines the non-citizen's status.]
13. Student Visa (This card was introduced in 1998)

Ineligible Alien ID Cards

When an applicant provides one of the following alien ID cards they are INELIGIBLE for services and the applicant must provide another eligible document. All these forms expired before January 24, 1990.

1. Any alien ID cards that are expired.
2. I-181a Memorandum of creation of record of lawful permanent residence
3. I-184 Alien crewman landing permit and identification card
4. I-185 Non-resident alien Canadian border crossing card
5. I-186 Non-resident alien Mexican border crossing card
6. I-444- Mexican border visitor permit
7. I-586 Non-resident alien border crossing card

8. I-688 Employment authorization
9. I-688A Employment authorization document
10. I-688B Employment authorization document
11. I-689 Fee receipt
12. I-766 Employment authorization document
13. Non-resident border crossing card

ATTACHMENT 1:

**PAYMENT GUARANTEE
CONTACT INFORMATION**

PAYMENT GUARANTEE CONTACT INFORMATION
--ALL UTILITIES--

APS: Online through the APS EAG system. Call the APS Caps Team (602) 371-6774 for questions and assistance.

SRP: Email: SRPEAG@srpnet.com
Phone: (602) 236-3003
Fax: (602) 236-3003

SWG: Email: SCA-SWGAgenies@swgas.com
Phone: (877) 967-9427
Fax: (866) 997-9427

GLOBAL WATER: Fax: (520) 568-6367

TEP: Email: AgencyDesk@tep.com
Phone: 1-520-917-8418
Fax: 1-520-571-4026

UNISOURCE (Warm Spirit): Email: AgencyDesk@uesaz.com
Phone: 1-866-628-5721
Fax: 1-866-870-5163

REQUIRED INFORMATION: Guarantees should include the following information (see also the Policy section on Payment Guarantee Process):

1. Account number
2. Customer name on account
3. Customer address
4. Date of guarantee and guarantee amount
5. Fund source (if possible)
6. Name of case worker requesting the guarantee
7. Name of organization requesting the guarantee

ATTACHMENT 2:
PROGRAM SUMMARIES

ACAA UTILITY ASSISTANCE PROGRAM SUMMARY OVERVIEW

- INFORMATION APPLIES TO:** *All fund sources* subcontracted to human service agencies through The Arizona Community Action Association (ACAA).
- INCOME VERIFICATION:** All sources of household income received during the past 30 days, including the date of application must be accounted for and verified.
- SERVICE PERIOD:** A household may be assisted only once in a 12-month period for each fund source, unless otherwise specified.
- SUBSTITUTE SSN (if necessary):** Zip code + Birthday (for example: if zip code is 85203 and b-day is May 1, 1980 then the substitute SSN will be 852-03-0501)
- ACCEPTABLE CRISIS REASONS (if required):**
1. Loss or reduction of income or public assistance benefits or a delay in receiving public assistance benefits.
 2. Unexpected and/or unplanned expense that caused a lack of resources.
 3. A condition that endangers the health and safety of the household.
- CLIENT FILES MUST CONTAIN:**
1. Intake sheet with client info and name of caseworker
 2. Verification document for ID of client
 3. Citizenship verification (for HEAF and URRD only)
 4. Utility bill (or receipts for purchases of fuel)
 5. Income verification
 6. Crisis documentation (if required by fund source)
 7. Client affidavit form (if utilized)
 8. Statement of truth/release of info, signed by the client
 9. Copy of payment guarantee request
- PAYMENT GUARANTEE INFO:** Guarantees should include the following information:
1. Account number
 2. Customer name on account
 3. Customer address
 4. Date of guarantee and guarantee amount
 5. Fund source (if possible)
 6. Name of case worker requesting the guarantee
 7. Name of organization requesting the guarantee

ARIZONA PUBLIC SERVICE (APS) CRISIS BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including reconnection fees or establishment charges, incurred only at the client's current address. No credits can be given.</p> <p>Cannot pay deposits.</p> <p>Payments can be given to clients who are already enrolled in the Equalizer Program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.</p> <p>Payments for clients enrolled in the Prepay Program should be enough to cover outstanding debt and the next 30 days of energy usage, based on historical payments made by the client, taking into account upcoming weather conditions.</p>
MAXIMUM GRANT AMOUNT:	\$400.00
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the federal poverty guidelines.</p> <p>Client must be the customer of record at the current address on the APS account.</p> <p>Disconnected accounts are eligible for assistance, but charges incurred at former residences are not eligible.</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	An acceptable crisis reason must be documented on the application.
PAYMENT GUARANTEE:	Online through the APS EAG system. Call the APS Caps Team (602) 371-6774 for questions and assistance.

SALT RIVER PROJECT (SRP) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, reconnection fees, establishment charges, deposits and balances from a previous SRP address.</p> <p>Credits can be given to clients under circumstances where the case manager determines that the funds are necessary for the financial stability of the client. Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.</p> <p>Payments can be given to clients who are already enrolled in the Budget Billing program, even if a credit balance is already showing on the account. The payment amount should cover the current and upcoming month's charges, as well as any outstanding debt due to missed payments.</p> <p>Payments for clients enrolled in the M-Power Program should be enough to cover outstanding debt and the next 30 days of energy usage, based on historical payments made by the client, taking into account upcoming weather conditions.</p>
MAXIMUM GRANT AMOUNT:	\$600.00
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 60% of the current, State Median Income (SMI) guidelines for Arizona. Unless the household has 7 or more members, then switch to 150% of the Federal Poverty Level (FPL) guidelines.</p> <p>The client must be a household member, but does <u>not</u> have to be the customer of record.</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	A hardship reason must be noted on the application or somewhere in the case file. No additional documentation of hardship is required.
PAYMENT GUARANTEE:	Email: SRPEAG@srpnet.com Phone: (602) 236-3003 FAX: (602) 914-8732

SOUTHWEST GAS LOW INCOME ENERGY CONSERVATION BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including deposits (up to 25% of the agency's allocated funds can be used to assist clients with deposits).</p> <p>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client.</p> <p>This may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall that they might have trouble paying. By crediting them in the spring/summer months, this can allow them to avoid such fees.</p> <p>Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.</p>
MAXIMUM GRANT AMOUNT:	\$400.00
ELIGIBILITY CRITERIA:	<p>Household income must be at or below 200% of the federal poverty guidelines.</p> <p>Client must have the Southwest Gas account in their name or apply for assistance by named proxy.</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	Not required.
PAYMENT GUARANTEE:	<p>Email: SCA-SWGAgencies@swgas.com</p> <p>Phone: (877) 967-9427</p> <p>Fax: (866) 997-9427</p>

SOUTHWEST GAS ENERGY SHARE – BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	<p>Current and past due charges, including deposits, late charges, reestablishment fees, and other related costs or fees.</p> <p>A client may receive a credit under circumstances where the case manager determines that the funds are necessary for the financial stability of the client.</p> <p>This may include assisting customers who have historically disconnected their gas in the summer, only to have a reconnection fee in the fall that they might have trouble paying. Providing a credit in the spring/summer months can allow them to avoid such fees.</p> <p>Credits must be given only to clients whose circumstances truly warrant them. In these situations, case notes should outline the details of the decision-making process.</p>
MAXIMUM GRANT AMOUNT:	\$400.00
ELIGIBILITY CRITERIA:	<p>Clients must have household income at or below 200% of the federal poverty guidelines, OR a verified financial crisis or unexpected financial difficulty.</p> <p>Clients are eligible to receive assistance at different points in time within the same 12-month period, provided that the total assistance does not exceed the maximum grant amount (\$400).</p> <p>Client must be the customer of record or a household member.</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	Not required for clients whose household income is at or below 200% of the federal poverty guidelines. Clients whose household income is above 200% of the federal poverty guidelines may be assisted if they are experiencing a verified financial crisis. This crisis must be documented on the application.
PAYMENT GUARANTEE:	Email: SCA-SWGAgencies@swgas.com Phone: (877) 967-9427 Fax: (866) 997-9427

SOUTHWEST GAS ENERGY SHARE – REPAIR/REPLACEMENT PROGRAM SUMMARY

CAN PAY:	<p>Costs associated with repairing natural gas equipment (or replacement costs in cases where repair is impossible or repair costs would exceed replacement costs).</p> <p>Costs associated with gas line repair or relocation in conjunction with the Southwest Gas Customer-Owned Yard Line (COYL) Program.</p>
MAXIMUM GRANT AMOUNT:	\$2,000.00
ELIGIBILITY CRITERIA:	<p>Clients must have household income at or below 200% of the federal poverty guidelines, OR a condition that endangers the health and safety of the household.</p> <p>Clients may be assisted more than once in a 12-month period as long as the cumulative total assistance during the 12-month period does not exceed the maximum grant amount (funds can only be used once in conjunction with the COYL program).</p> <p>Client must be the customer of record or a household member.</p> <p><i>For appliance repair/replacement:</i> Proof of ownership of the appliance.</p> <p><i>For gas line repair/replacement in conjunction with COYL program:</i> Proof of client participation in COYL program (completed Southwest Gas Meter Relocation Agreement, signed by client and Southwest Gas representative).</p>
CITIZENSHIP REQUIREMENT:	None
CRISIS:	Not required for clients whose household income is at or below 200% of the federal poverty guidelines. Clients whose household income is above 200% of the federal poverty guidelines may be assisted if they are experiencing a condition that endangers the health and safety of household members. This condition must be documented on the application.
ADDITIONAL DOCUMENTS REQUIRED FOR CLIENT FILE:	<p><i>For appliance repair/replacement:</i> (1) Invoice for total costs from pre-approved contractor; (2) Client statement indicating that repairs/replacements have been completed.</p> <p><i>For gas line repair/replacement in conjunction with COYL program:</i> Completed Meter Relocation Agreement, signed by client and Southwest Gas representative.</p>

**Instructions for Assisting Clients in the Southwest Gas
Customer-Owned Yard Line (COYL) Program
Using Southwest Gas Energy Share – Repair/Replacement Funds**

The COYL program is operated by Southwest Gas and is a service provided to certain Southwest Gas customers who elect to allow their gas meters to be relocated at the expense of Southwest Gas.

Southwest Gas Customers who are participating in the COYL program may be eligible for additional assistance with Southwest Gas Energy Share – Repair/Replacement funds under the following circumstances:

1. A gas leak at the customer's residence was discovered during the meter relocation process
AND/OR
2. The meter cannot be relocated to the original residence entry point and requires additional plumbing to complete the installation.

In these cases, the client would incur additional costs, not covered by the COYL program. These clients can be assisted with Southwest Gas Energy Share – Repair/Replacement funds if otherwise eligible. In order to assist these clients, their participation in the COYL program must be verified using a copy of their completed Meter Relocation Agreement, signed by both the client and a Southwest Gas representative.

HOME ENERGY ASSISTANCE FUND (HEAF) PROGRAM SUMMARY

The Home Energy Assistance Fund (HEAF) provides funds, which can be utilized to assist clients with utility costs as a supplement to existing fund sources or when other fund sources are unavailable. In addition, this fund source may be utilized to assist clients in obtaining fuel from alternative sources, including propane, oil, wood, coal, and pellets. It may also be used to provide assistance to clients whose utility costs are included in rental payments.

CAN PAY: Utility bills, including current and past-due charges, deposits, late fees, service establishment and reconnection fees.

Credits may not be issued to clients, except for those already enrolled in utility prepay programs.

Alternative fuel sources including propane, oil, wood, coal and pellets. Agencies should create a well-defined process for assisting clients with these fuel sources.

Utility costs included in a client's rental agreement and collected along with rental payments are eligible for assistance.

MAXIMUM GRANT AMOUNT: \$500.00

Total grant amount for clients enrolled in a utility prepay program should be based on historical payments made by the client, taking into account seasonal weather conditions.

ELIGIBILITY CRITERIA: Household income must be at or below 200% of the federal poverty guidelines.

CRISIS: An acceptable crisis reason must be documented on the application.

CITIZENSHIP REQUIREMENT: Primary applicant must be U.S. citizen or legal resident

ADDITIONAL DOCUMENTS: Citizenship/Legal Resident status verification for primary applicant

Invoice or receipt of purchase for alternative fuel costs (propane, wood, pellets, etc.)

Copy of the rental agreement or a note from the landlord for utility costs included in rent

PAYMENT GUARANTEE: See Payment Guarantee Contact Information

UTILITY REPAIR REPLACEMENT AND DEPOSIT (URRD) PROGRAM SUMMARY

The Utility Repair, Replacement and Deposit (URRD) fund was established by state law (A.R.S. §46-731) to provide assistance to low income individuals in crisis situations with deposits for utility services and to make needed repairs and/or replacements to **existing** utility related appliances or systems. In January 2007, A.R.S. §46-731 was revised to require abandoned deposits to be administered by a qualified fuel fund entity.

CAN PAY: **Deposits** for utility services (electric, gas, water, telephone)
Repairs to existing utility related appliances or systems
Replacement of existing utility related appliances only in cases where repair costs would exceed replacement costs or when an appliance is found to be inoperable with repairs. Replacement appliances must have an Energy Efficient Star Rating.

Guidelines for Repair/Replacement

Ownership:

The applicant must be the owner of the appliance or system to be repaired and/or replaced. The following documents can be used to verify ownership:

1. Purchase receipt provided by the client, or
2. Statement of ownership, signed by the client

A qualified individual of the agency, vendor, or trained weatherization contractor may complete inspection of the needed repair and/or replacement.

Appliances and Systems:

Eligible Appliances & Systems

Water Heaters
Cooking Stoves
Microwaves
Furnaces
Air Conditioners
Home Telephone (Landlines Only)
Evaporative Coolers
Refrigerators
Washers/Dryers

Ineligible Appliances & Systems

Televisions
Radios
VCRs
Hair Dryers
Blenders
Cable TV
Satellite Receivers
Water Softeners
Water Pump
Water Tanks
Pressure Tanks

For any appliance repair and/or replacement not listed on the list of eligible appliances, please contact ACAA at (602) 604-0640.

- MAXIMUM GRANT AMOUNT: \$3,000.00
- ELIGIBILITY CRITERIA: Household income must be at or below 200% of the federal poverty guidelines.
- For appliance repair/replacement:* The applicant must be the owner of the appliance or system to be repaired and/or replaced.
- A qualified individual of the agency may conduct inspection of the needed repair and/or replacement.
- CRISIS: An acceptable crisis reason must be documented on the application.
- CITIZENSHIP REQUIREMENT: Primary applicant must be a U.S. citizen or legal resident.
- ADDITIONAL DOCUMENTS: Citizenship/Legal Resident status verification for primary applicant
- For appliance repair/replacement:* (1) Proof of ownership of appliance or system (receipt or client statement is acceptable); (2) Invoice for total costs from pre-approved contractor; (3) Client statement indicating that repairs/replacements have been completed and are satisfactory.
- PAYMENT GUARANTEE: See Payment Guarantee Contact Information
- PAYMENT FOR REPAIR/REPLACEMENT: After completion of work, inspection, written confirmation from client that work was completed and is satisfactory, and receipt of appropriate documentation, such as an invoice.

TUCSON ELECTRIC POWER (TEP) BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	Current and past due charges. Can pay deposits, reconnect fees and establishment charges. No credits can be given on any accounts.
MAXIMUM GRANT AMOUNT:	\$400.00
ELIGIBILITY CRITERIA:	Household income must be at or below 150% of the federal poverty guidelines. The client must be the customer of record, and/or income eligible household member
CITIZENSHIP REQUIREMENT:	None
CRISIS:	An acceptable crisis reason must be documented on the application.
PAYMENT GUARANTEE:	Email: AgencyDesk@tep.com Phone: 1-520-917-8418 Fax: 1-520-571-4026

WARM SPIRIT FUND PROGRAM SUMMARY
(Funds Provided by UniSource Energy)

CAN PAY: Utility bills, including current and past due charges, deposits, late fees, service establishment and reconnection fees.
No credits can be given on any accounts.

MAXIMUM GRANT AMOUNT: \$500.00

ELIGIBILITY CRITERIA: Household income must be at or below 200% of the federal poverty guidelines.
Applicant must be customer of record, and/or income eligible household member.

CITIZENSHIP REQUIREMENT: None

CRISIS: An acceptable crisis reason must be documented on the application.

PAYMENT GUARANTEE: Email: AgencyDesk@uesaz.com
Phone: 1-866-628-5721
Fax: 1-866-870-5163

UNISOURCE ELECTRIC BILL ASSISTANCE PROGRAM SUMMARY

CAN PAY:	Current and past due charges. Can pay deposits, reconnect fees and establishment charges. No credits can be given on any accounts.
MAXIMUM GRANT AMOUNT:	\$400.00
ELIGIBILITY CRITERIA:	Household income must be at or below 150% of the federal poverty guidelines. The client must be the customer of record, and/or income eligible household member
CITIZENSHIP REQUIREMENT:	None
CRISIS:	An acceptable crisis reason must be documented on the application.
PAYMENT GUARANTEE:	Email: AgencyDesk@uesaz.com Phone: 1-866-628-5721 Fax: 1-866-870-5163

GLOBAL WATER LOW INCOME RELIEF TARIFF PROGRAM SUMMARY

WATER COMPANIES:	Santa Cruz Water Company (Water – Maricopa) Palo Verde Utilities Company (Sewer – Maricopa) Water Utility of Greater Tonopah Water Utility of Northern Scottsdale Willow Valley Water Company
CAN PAY:	Current and past due charges, deposits, late fees, reconnection fees, service fees, returned payment fees, after hours service fees (where applicable).
MAXIMUM GRANT AMOUNT:	\$250.00
ELIGIBILITY CRITERIA:	Household income must be at or below 200% of the federal poverty guidelines. Clients must not have a history of meter tampering or cutting locks.
CITIZENSHIP REQUIREMENT:	None.
CRISIS:	An acceptable crisis reason must be documented on the application.
PAYMENT GUARANTEE:	Fax: (520) 568-6367

**Arizona Community Action Association
Home Energy Assistance Fund
Federal Poverty Guidelines (FPG) - Income thresholds for the last 30 days by percent of FPG FY2018
(July 1, 2018 - June 30, 2019)**

Monthly

48 Contiguous States and D.C. Poverty Guidelines (Monthly)								
	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert
Persons in Household	100%	133%	138%	150%	200%	250%	300%	400%
1	\$ 1,012	\$ 1,346	\$ 1,396	\$ 1,518	\$ 2,023	\$ 2,529	\$ 3,035	\$ 4,047
2	\$ 1,372	\$ 1,824	\$ 1,893	\$ 2,058	\$ 2,743	\$ 3,429	\$ 4,115	\$ 5,487
3	\$ 1,732	\$ 2,303	\$ 2,390	\$ 2,598	\$ 3,463	\$ 4,329	\$ 5,195	\$ 6,927
4	\$ 2,092	\$ 2,782	\$ 2,887	\$ 3,138	\$ 4,183	\$ 5,229	\$ 6,275	\$ 8,367
5	\$ 2,452	\$ 3,261	\$ 3,383	\$ 3,678	\$ 4,903	\$ 6,129	\$ 7,355	\$ 9,807
6	\$ 2,812	\$ 3,740	\$ 3,880	\$ 4,218	\$ 5,623	\$ 7,029	\$ 8,435	\$11,247
7	\$ 3,172	\$ 4,218	\$ 4,377	\$ 4,758	\$ 6,343	\$ 7,929	\$ 9,515	\$12,687
8	\$ 3,532	\$ 4,697	\$ 4,874	\$ 5,298	\$ 7,063	\$ 8,829	\$ 10,595	\$14,127
Add \$360 for each person over 8								

Annually

48 Contiguous States and D.C. Poverty Guidelines (Annual)								
	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert	Percent of Povert
Persons in Household	100%	133%	138%	150%	200%	250%	300%	400%
	100%	133%	138%	150%	200%	250%	300%	400%
1	\$12,140	\$16,146	\$16,753	\$18,210	\$24,280	\$30,350	\$36,420	\$48,560
2	\$16,460	\$21,892	\$22,715	\$24,690	\$32,920	\$41,150	\$49,380	\$65,840
3	\$20,780	\$27,637	\$28,676	\$31,170	\$41,560	\$51,950	\$62,340	\$83,120
4	\$25,100	\$33,383	\$34,638	\$37,650	\$50,200	\$62,750	\$75,300	\$100,400
5	\$29,420	\$39,129	\$40,600	\$44,130	\$58,840	\$73,550	\$88,260	\$117,680
6	\$33,740	\$44,874	\$46,561	\$50,610	\$67,480	\$84,350	\$101,220	\$134,960
7	\$38,060	\$50,620	\$52,523	\$57,090	\$76,120	\$95,150	\$114,180	\$152,240
8	\$42,380	\$56,365	\$58,484	\$63,570	\$84,760	\$105,950	\$127,140	\$169,520
Add \$4,320 for each person over 8								

URRD HVAC Waiver Pilot Program Summary

Overview of the Program:

Participants in this pilot program are able to use URRD funds in excess of the normal \$3,000.00 limit for a single household, in order to repair or replace an existing HVAC unit in emergency situations. Under this program the limit for these jobs will be **\$6,000.00**.

Guidelines:

- Up to 20% of a participating agency's URRD allocation for the fiscal year may be utilized in this pilot program. An alternate percentage may be negotiated with ACAA, if required.
- Waivers must be reserved for heating and cooling emergencies and must not preclude or supplant the weatherization process for clients who qualify for weatherization services.
- The minimum energy efficiency rating for replacement units is 14 SEER.
- Participating agencies agree to provide an analysis of eligible clients left unserved at the end of the pilot program.
- All other existing guidelines of the URRD fund source remain the same.

Procedure:

1. Before any work is performed, an URRD HVAC Waiver application (see below) must be submitted by email to the Energy Program Manager at ACAA.
2. Approval or denial of the application will be remitted via return email.
3. Client data for each job performed in this program must be entered into GMS directly or by monthly batch, in the same manner as other URRD jobs.
4. All funds included in these waiver applications will count toward the agreed-upon funding limit for the pilot program, as defined in the contract.
5. When the pilot program ends, each participating agency will be required to provide an estimate of the number of clients that were left unserved.

URRD HVAC Waiver Application

Date:	
Agency Name:	
Client Name:	
Client Address:	
Brief Description of Planned Repair/Replacement:	
Brief Description of Why This Waiver is Necessary:	
Estimated Cost:	
Name of Agency Representative:	

ACAA Energy Program Manager Approval:	
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