

## What are the eligibility requirements for customers?

Georgia Power and Georgia Department of Community Affairs have entered into a collaborative agreement to assist eligible Georgia Power customers with utility assistance. Utilizing fact-specific proxy data, customers were identified by residency in 204 zip codes across the state where household incomes are at or below 80% of the federal poverty limit (specifically 30, 50 and 80 percent). To qualify, the following must apply:

- Being a Georgia Power customer
- Being a renter residing in the specified 294 zip codes
- Having a balance owed for electric service
- Facing financial hardship as a direct or indirect result of the COVID-19 pandemic since March 13, 2020
- Have a household income that is below 80% of the area median income

Applicability of the aforementioned criteria result in a customer appearing on our targeted list of accounts agreed upon for this collaborative effort between Georgia Power and Georgia Department of Community Affairs.

## What is the objective for in-person events?

Our focus for this effort is on supporting customers through the application process, primarily through marketing and outreach, by driving them to the DCA application portal. Customers can submit their DCA applications online by visiting [www.georgiapower.com/dca](http://www.georgiapower.com/dca). **It is not necessary for a customer to attend an intake event in person to process their application.** However, for those needing assistance with navigating the DCA application portal, our team will provide application support to eligible customers to include:

- Web navigation support
- Instructions for what documents are required
- Identification of customer account to determine initial eligibility
- Providing information (upon account verification from customer) on balance details and amounts potentially eligible for payment through this fund

## What if my organization can't accommodate in-person intake events?

Since customers are not required to apply in person, we welcome the opportunity to collaborate with you and leverage your organization's influence to increase customers awareness and engagement of/with this program. Help us amplify customer awareness through the following activities:

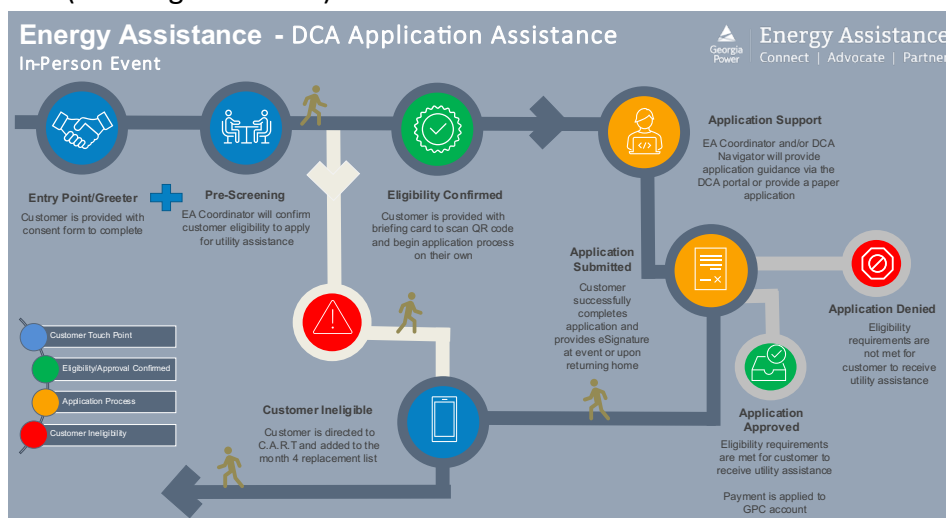
- Sharing with customers in your network through your regular and ongoing outreach/engagement
- Re-posting GPC-approved communications
- Sharing the schedule for community in-person events with customers you assist

## What is outside the scope?

- Application approvals and payments on site
  - Because Georgia Department of Community Affairs is the administrator of this program, applications are subject to their review and approval. Georgia Power will not review application submissions to determine eligibility.
- Ineligibility
  - Customers must have Georgia Power as their service provider, rent their home, reside in one of the 294 zip codes, and have a balance owed in order to have appeared on the targeted list of customers eligible for and agreed up in this collaborative effort

## Logistics – Event Expectations

1. Desired venue features (these may vary and not all are required) –
  - a. Computer labs or classroom space
  - b. Tables and chairs
  - c. Projector screens or tv screens for displaying video content/presentation materials
  - d. Parking space and ADA-compliance accessways
  - e. Electrical outlets
  - f. Chairs and waiting space for customers
2. Hours of event –
  - a. evenings and weekends are preferred times which are most convenient for a majority of customers
3. Technology needs –
  - a. computer and/or tablet devices
  - b. Wi-Fi
4. Event Run of Show – (See diagram below)



## Roles and Responsibilities:

### Community Partner – What Do I Need to Do?

- Leverage organization's relationship to spread awareness
  - Please partner with us to amplify the outreach. Our team will share approved messaging you may share with local community members. Please bear in mind only customers on the list meeting the qualifying criteria will be eligible for the assistance.
- Provide a safe, secure facility
- Onsite staff
  - If available, volunteers from your organization may assist with facilitating

### What will Georgia Power do?

- We will promote this event by emailing and texting customers on our targeted list to invite them to receive application assistance
- Our team will bring the following:
  - Tablecloths with Georgia Power logo
  - Informational documents and brochures
  - Laptops for retrieving and reviewing customer account information as described above

## FAQs

### What type of communication methods or channels are currently being used to notify the customer?

Georgia Power and Georgia Department of Community Affairs have communicated with customers via the following channels:

- Automated (robo) calls
- Email
- Text messages
- Live outbound calls
- Voice response unit (customers hear this messaging when calling customer service)
- Paperless billing promotional widgets displayed on billing email
- Online Customer Care profile widget
- Radio
- Direct mail
- TV commercial
- Social media

### What is application support?

Our team will provide application support for customers navigating the DCA application portal by providing web navigation assistance, and answering general questions about the program, instructions for what documents are required, identification of customer account to determine initial eligibility, and providing information (upon account verification from customer) on balance details and amounts potentially eligible for payment through this fund.

## When or how does the customer's payment get applied?

Upon review and approval of the application, DCA will notify GPC through ongoing reporting. Georgia Power will place a hold on the customer's account for 45 days (during which time service will not be interrupted), and then remit payment to the service account.

## How did Georgia Power get involved in this project? Why is this collaboration necessary?

A significant portion of DCA's funding was set to expire September 30, 2022. A provision in the Treasury guidelines allows for a major provider, like Georgia Power, to receive a lump-sum payment commensurate with the arrears owed to the company. Because Georgia Power is a utility provider in Georgia with customers owing collectible debt for utility service, GPC met the legal qualifications to hold these funds. In doing so, Georgia Power and the DCA have extended the funding deadline by six months (to March 31, 2023).

Here's what that means for Georgia families:

- Customers in need now have additional time to take advantage of this funding
- Georgia Power can fast-track the payment directly to approved customers and hold their accounts to prevent service interruption until payment is applied

This collaborative effort shores up our team's commitment to provide a safety net for vulnerable customers. Please visit [georgiapower.com/energyassistance](http://georgiapower.com/energyassistance) to access the application and learn more about energy assistance resources.

## Can customers apply online, or must they attend an in-person event?

Customers can submit their DCA applications online by visiting [www.georgiapower.com/dca](http://www.georgiapower.com/dca). **It is not necessary for a customer to attend an intake event in person to process their application.** However, for those needing assistance with navigating the DCA application portal, our team will provide application support to eligible customers. Customers may also contact our dedicated Georgia Power Energy Assistance Team by phone at 1-833-472-3200 for application support and assistance.

## What documents are required to complete the application?

Five documents must be uploaded to complete the application:

- Picture identification
- Full lease agreement
- Electric bill statement
- Signed and completed hardship form (found on the [DCA site](#))
- Signed and completed income waiver (found on the [DCA site](#))

## What happens if a customer doesn't qualify?

Our Community & Resource Tool is available for all Georgians who may need support from their communities. Assistance is available for food, housing, counseling and utilities. Please visit [www.georgiapower/energy-assistance](http://www.georgiapower/energy-assistance) to learn more.

## Can my organization attend an information session ahead of our local event?

Yes. Please register to attend a session with your Energy Assistance liaison:

- Northwest (Hafiz Grier): [register](#)
- Northeast (Michelle Fernandez): [register](#)
- Metro (Carmalitha Merriwether): [register](#)
- Southeast (Madeleine Bohannon): [register](#)
- Southwest (Connie Goolsby): [register](#)

During these sessions, you will learn more about our team, the Energy Assistance Portal, and how to support the effort to connect customers in your community with this funding opportunity.

## What is the application deadline?

The expiration date for funding is March 31, 2023, however customers are encouraged to apply for assistance as soon as possible to allow time for application processing.

## What is the customer journey?

- Customer identified
- Customer eligibility awareness (GPC)
- Customer applies through DCA portal
- DCA approves\denies application
- DCA team make customer aware of their status
- DCA sends over payment report weekly
- GPC customer receives approval automated call
- GPC holds customer account for 45 days, preventing service interruption
- GPC applies payment

## Examples of communications sent to customers:

