

## **POWER On/Gas Affordability Program Information sheet**

The Energy CENTS Coalition works with Xcel Energy to offer the POWER On/Gas Affordability Program.

The program lowers your monthly electric and/or gas bill and helps you pay any past due balance.

### **How the program works**

- ❖ Based on your income, you will pay a set amount for your Xcel Energy bill each month.
- ❖ When you make your payment, Xcel Energy will put a credit on your account to help keep you current on your bill.
- ❖ If you have a past due balance, you will also receive help to get caught up on your bill.

### **Eligibility Guidelines**

- ❖ You must receive Energy Assistance from your local Energy Assistance Provider each heating season.
- ❖ Have an active account with Xcel Energy for electric or gas service.

### **To remain on the Program**

- ❖ Make your budget payment to Xcel Energy each month by the due date on your bill.
- ❖ Notify Energy CENTS Coalition if there is a change in your income.
- ❖ Notify Energy CENTS Coalition if you move.

## **FAQ'S**

**What if my discount is not showing on my Xcel bill?** If you made your full budget payment by your due date, and you do not see your discount on your Xcel bill, call Xcel Energy at 1-866-975-7327.

**Why does my Xcel Energy bill have a different amount due?** Your bill from Xcel Energy is always going to show the total amount that you owe. You just need to pay your budget payment each month to receive your discounts and remain on the program.

**What if I have a credit balance on my bill?** If you have a credit balance on your bill, you do NOT need to make a payment. Discounts will not be applied to your account if you have a large credit balance or if no payment is made.

**What happens if I miss making my budget payment?** If you miss two payments, you will be removed from the program and cannot re-apply until the next calendar year. You will have to pay your full balance due, and Xcel Energy can take various credit actions, including shutting off your service.

**How long does this program last?** As long as you continue to make your monthly payment and meet the eligibility guidelines, you can remain on the program. After one year, we will re-evaluate your budget and credit amounts based on updated usage, current balance and income information. If you have not received Energy Assistance for the current heating season, you may be removed from the program at that time.

**What if I pay a different utility for my gas or electric bill?** Contact that utility company to see if they offer an affordability program and ask them how to apply.