

## Weatherization Assistance

TEP works with partner agencies to provide free home repairs for families with limited incomes. The upgrades make homes more energy efficient, helping to reduce energy bills now and in the future.

Improvements might include:

- Caulking and weather-stripping
- Insulation (attic, wall and duct)
- Water heater insulation and exposed pipe wrap
- Attic ventilation
- Sun screens
- Painting roof and exposed ducts white
- Servicing evaporative coolers
- Installing low-flow shower heads

Please see our website for qualification and agency contact information.

> [tep.com/weatherization-assistance](http://tep.com/weatherization-assistance)

**For more information about TEP's discounts and assistance, please contact Customer Care at 520-623-7711, Monday through Friday, 7 a.m. to 6 p.m.**

For statewide community information and referral, call 211 or 1-877-211-8661.

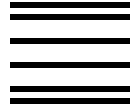
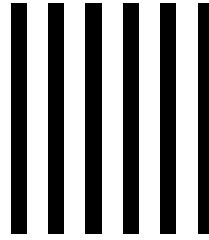
**Necesita esta informacion en espanol?**  
Por favor, llame al 520-623-7711.



Tucson Electric Power



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 112 FLAGSTAFF, AZ

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER ASSISTANCE PROGRAMS  
TUCSON ELECTRIC POWER  
STE. 110  
2901 W. SHAMRELL BLVD.  
FLAGSTAFF AZ 86005-9964



# WE'RE HERE TO HELP

## Customer Assistance Lifeline Program



Tucson Electric Power

## Lifeline Application

### Account Holder Information

Account Number

Name

Service Address

City, State, Zip

Phone

Alternate Phone

#### (Incomplete applications will not be processed.)

I authorize my utility to contact any source necessary to establish the accuracy of information given by me that pertains to the verification of my eligibility. I understand I may be required to provide additional documentation to validate my eligibility. I understand that if I become ineligible for the discount, I must notify my utility immediately. I understand that if I move to a different service address, a new application is required and the discount will not be applied at the new address until the application has been received and approved. I further understand that discounts are limited to my primary account only.

I hereby declare, under penalty of law, that the income information provided on this form is true and accurate to the best of my knowledge and belief. My signature below certifies acknowledgement that any person obtaining a discount based on false information will be required to repay all discount amounts and all penalties allowable by law.

Signature

Date

## Do You Qualify?

Discounts are available to eligible households.

### To qualify:

- 1 Your TEP account must be in your name
- 2 You must be a current residential customer
- 3 Your household's gross income over the past 12 months must be at or below the following amounts, based on the number of people in your household:

Household/ Family Size	Annual Income at or below:
<input type="checkbox"/> 1	\$19,140
<input type="checkbox"/> 2	\$25,860
<input type="checkbox"/> 3	\$32,580
<input type="checkbox"/> 4	\$39,300
<input type="checkbox"/> 5	\$46,020
<input type="checkbox"/> 6	\$52,740
<input type="checkbox"/> 7	\$59,460
<input type="checkbox"/> 8	\$66,180
More than 8	\$66,180 plus \$6,720 for each additional person

The figures above reflect 150 percent of the federal poverty guidelines that took effect Jan. 15, 2020. Lifeline program participants are required to reapply every year.

## Assistance Programs

We understand our customers sometimes face financial challenges, and when they do, we are ready to help.

### Lifeline

Our Lifeline program offers discounts for limited-income customers who need assistance paying energy bills.

Applying is quick, easy and confidential. Simply fill out the attached application, detach it and drop it in the mail — the postage is prepaid.

> [tep.com/customer-assistance](http://tep.com/customer-assistance)

### Short-Term Assistance

TEP customers with limited incomes also may be eligible for short-term bill payment assistance from community organizations.

Eligibility and application guidelines vary.

Please visit our website for a list of partner agencies and contact information.

> [tep.com/short-term-assistance](http://tep.com/short-term-assistance)

Detach, moisten, fold and seal to form postage-paid envelope.