

## 19.7 SPECIAL REDUCED RESIDENTIAL SERVICE RATE (20% UTILITY DISCOUNT PROGRAM)

### A. GAS AND ELECTRIC COMPANIES

#### 1. Introduction

During the months of November through March, recipients of SSI **who are at least 18 years old, recipients of WV WORKS**, and recipients of Supplemental Nutrition Assistance Program (SNAP) benefits who are age 60 or older are eligible for a 20% discount from their gas and electric companies. The Department's role is to send application packets to recipients of the qualifying benefits and to supply the utility companies with lists of customers who have become ineligible for the discounts because they are no longer eligible for the qualifying benefits.

#### 2. Operation

In October, application packets are mailed to recipients of SSI **who are at least 18 years old, recipients of WV WORKS**, and recipients of SNAP benefits who are age 60 or older.

During the program months of November through March, application packets are mailed to new and reopened AGs that are approved for the qualifying benefits.

In addition, an application will be mailed to an individual upon request if he is a recipient of a qualifying benefit and has lost or failed to receive his original application packet. If he is not a recipient of a qualifying benefit, he will receive a notice from DFA explaining why he is not eligible for the discount.

The client completes the application and submits it to the utility company. The utility company determines eligibility for the discount and applies the reduced rate to the eligible client's account. Approved applications are sent by the utility company to DFA.

Each month, DFA sends to each participating utility company a list of its customers who have become ineligible for the discount because they are no longer receiving the qualifying benefits. The company removes the discount from those accounts.

Dependent upon the company, all discounts are removed by the end of March or April.