



BOUNDLESS ENERGY™

Legal Department

American Electric Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
AEP.com

June 18, 2021

Via Electronic Mail

The Honorable Angela L. Navarro
Office of the Commissioners
State Corporation Commission
P.O. Box 1197
Richmond, Virginia 23218

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
(804) 698-5526 (F)
njcoates@aep.com

Dear Commissioner Navarro:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

Please do not hesitate to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to be "Noelle J. Coates", written over a horizontal line.

Noelle J. Coates

Enclosure



BOUNDLESS ENERGY™

Legal Department

American Electric Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
AEP.com

June 18, 2021

Via Electronic Mail

The Honorable Jeion A. Ward
Chair, Labor and Commerce Committee
Virginia House of Delegates
P.O. Box 7310
Hampton, Virginia 23666

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
(804) 698-5526 (F)
njcoates@aep.com

Dear Delegate Ward:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

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American Electric Power
1051 E Cary Street, Suite 1100
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June 18, 2021

Via Electronic Mail

Governor Ralph S. Northam
Commonwealth of Virginia
P.O. Box 1475
Richmond, VA 23218

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
(804) 698-5526 (F)
njcoates@aep.com

Dear Governor Northam:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

Please do not hesitate to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to be "Noelle J. Coates", written over the word "Sincerely,". The signature is stylized and includes a long horizontal flourish extending to the right.

Noelle J. Coates

Enclosure



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Legal Department

American Electric Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
AEP.com

June 18, 2021

Via Electronic Mail

The Honorable Richard L. Saslaw
Chair, Commerce and Labor Committee
Senate of Virginia
P.O. Box 1856
Springfield, Virginia 22151-0856

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
(804) 698-5526 (F)
njcoates@aep.com

Dear Senator Saslaw:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

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Sincerely,

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Noelle J. Coates

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Legal Department

American Electric Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
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June 18, 2021

Via Electronic Mail

The Honorable Judith Williams Jagdmann
Office of the Commissioners
State Corporation Commission
P.O. Box 1197
Richmond, Virginia 23218

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
(804) 698-5526 (F)
njcoates@aep.com

Dear Commissioner Jagdmann:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

Please do not hesitate to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Noelle J. Coates". The signature is fluid and cursive, with a large initial "N" and "C".

Noelle J. Coates

Enclosure



BOUNDLESS ENERGY

Legal Department

American Electric Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
AEP.com

June 18, 2021

Via Electronic Mail

The Honorable Jehmal T. Hudson
Office of the Commissioners
State Corporation Commission
P.O. Box 1197
Richmond, Virginia 23218

Noelle J. Coates
Senior Counsel - Regulatory
Services
(804) 698-5541 (P)
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Dear Commissioner Hudson:

Please find enclosed, as required by Section 56-585.1:2 of the Code of Virginia, the report of Appalachian Power Company regarding the status of its pilot programs to provide energy assistance and weatherization for low income, elderly, and disabled individuals in its service territory in the Commonwealth.

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Noelle J. Coates

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Veteran Energy Voucher Pilot Program

Appalachian Power Company (“Appalachian Power” or “the Company”) first implemented the Veteran Energy Voucher Pilot Program in October 2015. Appalachian Power and Dollar Energy Fund, Inc. (Dollar Energy) signed a letter of agreement setting forth the operating parameters of the Veteran Energy Voucher Program. As administrator, Dollar Energy is responsible for managing and administering all phases of the Veteran Energy Voucher Program. The goal of the program is to provide utility grant assistance to low-income homeless veterans to assist them getting back into housing. Those veterans enrolled in the Virginia Veterans & Family Support program or the Total Action for Progress (TAP) program within the Company’s Virginia service area, qualify for the assistance.

Determined on past performance and estimated need, Appalachian Power has allocated up to \$30,000 annually to the program. For the period of June 2020 through May 2021, the Company has provided 31 energy vouchers to homeless veterans totaling \$15,500. To access the \$500 energy voucher, Virginia Veterans & Family Support or TAP completes the application for new electric service on behalf of the Veteran. The agency also submits an application with Dollar Energy for the energy voucher. Each \$500 energy voucher is used for connection fees and deposits, with any remaining voucher funds applied to future billings.

Under the provisions of Senate Bill 966 of the 2018 General Assembly, the Company will continue the Veteran Energy Voucher Pilot Program. Consequently Appalachian Power and Dollar Energy have entered into an agreement that will allow the pilot program to continue through 2022, subject to contract renewals through July 1, 2028, if deemed appropriate.

The following table provides statistics of the program for this reporting period, June 1, 2020 through May 31, 2021. The table also reports year-to-date total program funding / participation.

Appalachian Power June 1, 2020 - May 31, 2021			
Virginia Veterans Voucher Program Participation			
Month	Applications	Grants	Amount Granted
Jun-20	6	6	\$ 3,000.00
Jul-20	3	3	\$ 1,500.00
Aug-20	3	2	\$ 1,000.00
Sep-20	1	1	\$ 500.00
Oct-20	2	2	\$ 1,000.00
Nov-20	1	1	\$ 500.00
Dec-20	1	1	\$ 500.00
Jan-21	2	2	\$ 1,000.00
Feb-21	5	5	\$ 2,500.00
Mar-21	1	1	\$ 500.00
Apr-21	4	4	\$ 2,000.00
May-21	3	3	\$ 1,500.00
Total	32	31	\$ 15,500.00

Virginia Veterans Voucher Total Program Participation			
Dates	Applications	Grants	Amount Granted
October 2015 - May 2021	250	246	\$ 123,000.00

Total Program Participation by Locality			
County	Applications	Grants	Amount Granted
City of Roanoke	211	209	\$ 104,500.00
City of Lynchburg	21	21	\$ 10,500.00
Roanoke	7	7	\$ 3,500.00
Montgomery	2	1	\$ 500.00
City of Radford	2	2	\$ 1,000.00
Bedford	1	1	\$ 500.00
Botetourt	1	1	\$ 500.00
Amherst	1	1	\$ 500.00
City of Martinsville	1	0	\$ -
City of Salem	1	1	\$ 500.00
City of Staunton	1	1	\$ 500.00
Henry	1	1	\$ 500.00
Total	250	246	\$ 123,000.00

Multi-Family Residential Energy Efficiency Pilot

The goal of the Multi-Family Residential Energy Efficiency Pilot was to weatherize and improve the overall efficiency of a selected multi-family property in the Company's service territory. The Company met with representatives from the Virginia Department of Housing and Community Development and determined the need for a multi-family pilot in the Company's service territory. The selected property, Old Orchard Place, was a 30-unit apartment complex located in Pearisburg. All tenants residing in the property were low income, elderly and/or disabled. This property was chosen in collaboration with Community Housing Partners and is representative of low-income and elderly multi-family housing in the Company's service territory.

The Company partnered with Community Housing Partners to develop a synopsis and scope of work for the property, and determined that the best approach to maximize the energy efficiency of the units would be to replace all heat pumps; replace seven refrigerators; install

low-flow aerators on all kitchen and bathroom fixtures; and install new light emitting diode (LED) lighting in all units.

After evaluating the results of the Multi-Family Residential Energy Efficiency Pilot program, the Company determined it would be beneficial to move this program from the pilot stage to a longer-term energy efficiency program. The Program was discussed during the Company's energy efficiency stakeholder meetings and there was overwhelming support for this program and type of approach. The Company proposed a Low-Income Multi-Family Weatherization program in its 2019 Energy Efficiency Rate Adjustment Clause (EE-RAC) filing in Case No. PUR-2019-00122 for the Virginia State Corporation Commission's consideration. The Company received approval on May 26, 2020 to implement the program beginning in January 2021. The program successfully launched to customers in early 2021 and is currently active in APCo's Virginia territory.

Energy Efficiency Education Pilot

The Energy Efficiency Education Pilot, which is required by Subsection H of Senate Bill 1349 (2015 Va. Acts c. 6), identifies Appalachian Power customers who received financial assistance paying their electric bill through different agencies. The program provides mailings directly to these customers with information regarding measures they can take to save energy and reduce electric bills. The mailing contains information regarding programs offered by the Company and by weatherization providers in the service territory to assist customers with energy conservation. Additionally, the mailing includes an offer for a free energy conservation kit that includes simple, easy to install energy saving measures.

The Company partnered with Dollar Energy to collaborate on the pilot program. The Company and Dollar Energy developed an energy efficiency packet that is sent to customers who

enroll in the Neighbor-to-Neighbor program, as well as customers receiving electric bill assistance through other agencies identified by the Company. The Neighbor-to-Neighbor program lets customers donate funds to help pay electric bills for low-income customers in the Company's Virginia service territory. The energy efficiency packet includes:

- Information regarding specific measures or behavior changes customers can take to reduce energy consumption;
- Energy Efficiency and Demand Response programs offered by the Company in which customers could participate;
- Information on other weatherization assistance programs offered in the Company's service territory;
- Literature to increase energy efficiency awareness; and
- A post card with information on how the customer can receive a free energy conservation kit.

In order for customers to receive the energy conservation kit, they are required to mail back the prepaid information card or call a toll-free number dedicated to the program. Customers who received a grant from the Neighbor-to-Neighbor program are also able to request a kit during the application phase. The energy conservation kits are mailed to the customer's home and contain the following measures:

- Six energy efficient LED light bulbs
- Two energy efficient LED night lights
- Two energy efficient faucet aerators
- One refrigerator thermometer

Appalachian Power and Dollar Energy have entered into an agreement that will allow the program to continue through 2022, subject to contract renewals through July 1, 2028, if deemed appropriate. The attached table provides statistics of the program for this reporting period from June 1, 2020 to May 31, 2021.

Appalachian Power June 1, 2020 – May 31, 2021 Dollar Energy Participation		
Fulfillment Month	# of Kits	Cost for Kits
Jun-20	270	\$8,100
Jul-20	136	\$4,080
Aug-20	291	\$8,730
Sep-20	366	\$10,980
Oct-20	351	\$10,530
Nov-20	187	\$5,610
Dec-20	355	\$10,650
Jan-21	335	\$10,050
Feb-21	239	\$7,170
Mar-21	250	\$7,500
Apr-21	163	\$4,890
May-21	152	\$4,560
Annual Total	3095	\$92,850.00

Top 10 Program Localities		
Roanoke	372	\$11,160.00
Lynchburg	245	\$7,350.00
Galax	111	\$3,330.00
Pulaski	91	\$2,730.00
Christiansburg	81	\$2,430.00
Martinsville	77	\$2,310.00
Bassett	74	\$2,220.00
Marion	73	\$2,190.00
Wytheville	61	\$1,830.00
Gate City	53	\$1,590.00