



BOUNDLESS ENERGY®

Legal Department

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

June 28, 2022

**Via Electronic Mail** (*Jeffrey.Goettman@governor.virginia.gov*)

Governor Glenn A. Youngkin  
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 Youngkin:

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 stylized and fluid, with a large initial "N" and "C".

Noelle J. Coates

Enclosure



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

June 28, 2022

**Via Electronic Mail** ([Judy.Jagdmann@scc.virginia.gov](mailto:Judy.Jagdmann@scc.virginia.gov))

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](mailto: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,

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Noelle J. Coates

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

June 28, 2022

**Via Electronic Mail** ([Jehmal.Hudson@scc.virginia.gov](mailto:Jehmal.Hudson@scc.virginia.gov))

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)  
(804) 698-5526 (F)  
[njcoates@aep.com](mailto:njcoates@aep.com)

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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Richmond, Virginia 23219  
AEP.com

June 28, 2022

Via Electronic Mail ([district35@senate.virginia.gov](mailto:district35@senate.virginia.gov))

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](mailto: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.

Please do not hesitate to contact me with any questions.

Sincerely,

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Noelle J. Coates

Enclosure



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

June 28, 2022

Via Electronic Mail ([DelKByron@house.virginia.gov](mailto:DelKByron@house.virginia.gov))

The Honorable Kathy J. Byron  
Virginia House of Delegates  
Chair, Commerce and Energy Committee  
P. O. Box 900  
Forest, VA 24551

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

Dear Delegate Byron:

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,

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Noelle J. Coates

Enclosure

### **Veteran Energy Voucher Pilot Program**

Appalachian Power Company (Appalachian Power or the Company) first implemented the Veteran Energy Voucher 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 approximately \$30,000 annually to the program: \$26,500 for the funding of grants and \$3,584 for operating fees. From June 2021 through May 2022, the Company has provided 13 energy vouchers to homeless veterans totaling \$6,500. 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.

As required in § 56-585.1:2 of the Code of Virginia, the Company will continue the Veteran Energy Voucher Pilot Program. Appalachian Power and Dollar Energy have entered into an agreement that will allow the Veteran Energy Voucher Pilot program to continue through 2022, subject to contract renewals through July 1, 2028, as deemed appropriate.

The following table provides statistics of the program for this reporting period, June 1, 2021 through May 31, 2022. The table also reports year-to-date total program funding / participation.

<b>Appalachian Power June 1, 2021 - May 31, 2022</b>			
<b>Virginia Veterans Voucher Program Participation</b>			
<b>Month</b>	<b>Applications</b>	<b>Grants</b>	<b>Amount Granted</b>
Oct-21	3	3	\$ 1,500.00
Jan-22	2	2	\$ 1,000.00
Mar-22	2	2	\$ 1,000.00
Apr-22	4	4	\$ 2,000.00
May-22	2	2	\$ 1,000.00
<b>Total</b>	<b>13</b>	<b>13</b>	<b>\$ 6,500.00</b>

<b>Virginia Veterans Voucher Total Program Participation</b>			
<b>Dates</b>	<b>Applications</b>	<b>Grants</b>	<b>Amount Granted</b>
<b>October 2015 - May 2022</b>	<b>263</b>	<b>259</b>	<b>\$ 129,500.00</b>

<b>Total Program Participation by Locality</b>			
<b>County</b>	<b>Applications</b>	<b>Grants</b>	<b>Amount Granted</b>
City of Roanoke	221	219	\$ 109,500.00
City of Lynchburg	24	24	\$ 12,000.00
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
<b>Total</b>	<b>263</b>	<b>259</b>	<b>\$ 129,500.00</b>

### **Multi-Family Residential Energy Efficiency Pilot**

The original 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 to determine its energy savings potential and overall viability. After evaluating the results of the pilot, the Company determined it would be beneficial to move this program from the pilot stage to a longer-term energy efficiency program. 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 longer-term program beginning in January 2021. The program was successfully launched to customers in early 2021, and it is currently active in APCo's Virginia territory.

### **Energy Efficiency Education Pilot**

The Energy Efficiency Education Pilot program identifies Appalachian Power customers who received financial assistance paying their electric bill through various 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. As reference, the Neighbor-to-Neighbor program allows customers to 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

As required in § 56-585.1:2 of the Code of Virginia, Appalachian Power and Dollar Energy have entered into an agreement that will allow the Energy Efficiency Education Pilot

program to continue through 2022, subject to contract renewals through July 1, 2028, as deemed appropriate. The attached table provides statistics of the program for this reporting period from June 1, 2021 to May 31, 2022.

<b>Appalachian Power June 1, 2021 - May 31, 2022</b>		
<b>Dollar Energy Monthly Participation</b>		
<b>Fulfillment Month</b>	<b># of Kits</b>	<b>Cost for Kits</b>
Jun-21	164	\$4,920
Jul-21	152	\$4,560
Aug-21	144	\$4,320
Sep-21	143	\$4,290
Oct-21	115	\$3,450
Nov-21	192	\$5,760
Dec-21	152	\$4,560
Jan-22	148	\$4,440
Feb-22	163	\$4,890
Mar-22	149	\$4,470
Apr-22	136	\$4,080
May-22	217	\$6,510
<b>Annual Total</b>	<b>1875</b>	<b>\$56,250.00</b>

<b>Top 10 Program Localities</b>		
<b>Pulaski</b>	<b>116</b>	<b>\$3,480.00</b>
<b>Roanoke</b>	<b>99</b>	<b>\$2,970.00</b>
<b>Christiansburg</b>	<b>75</b>	<b>\$2,250.00</b>
<b>Lynchburg</b>	<b>71</b>	<b>\$2,130.00</b>
<b>Galax</b>	<b>62</b>	<b>\$1,860.00</b>
<b>Dublin</b>	<b>52</b>	<b>\$1,560.00</b>
<b>Wytheville</b>	<b>41</b>	<b>\$1,230.00</b>
<b>Lynchburg</b>	<b>37</b>	<b>\$1,110.00</b>
<b>North Tazewell</b>	<b>34</b>	<b>\$1,020.00</b>
<b>Marion</b>	<b>33</b>	<b>\$990.00</b>