



BOUNDLESS ENERGY™

Legal Department

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

July 1, 2025

Via Electronic Mail (GGY74@Governor.Virginia.gov)

Governor Glenn A. Youngkin
Commonwealth of Virginia
P.O. Box 1475
Richmond, VA 23218

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
ebruce@aep.com

Dear Governor Youngkin:

Please find enclosed, as required by § 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 blue ink that reads "Elisabeth Bruce". The signature is written in a cursive, flowing style.

Elisabeth M. Bruce

Enclosure



BOUNDLESS ENERGY™

Legal Department

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

July 1, 2025

Via Electronic Mail (*Kelsey.Bagot@scc.virginia.gov*)

The Honorable Kelsey A. Bagot
Office of the Commissioners
State Corporation Commission
P.O. Box 1197
Richmond, Virginia 23218

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
eBruce@aep.com

Dear Commissioner Bagot:

Please find enclosed, as required by § 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,

A handwritten signature in blue ink that reads "Elisabeth M. Bruce".

Elisabeth M. Bruce

Enclosure



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

July 1, 2025

Via Electronic Mail (*Jehmal.Hudson@scc.virginia.gov*)

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

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
ebruce@aep.com

Dear Commissioner Hudson:

Please find enclosed, as required by § 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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Elisabeth M. Bruce

Enclosure



BOUNDLESS ENERGY™

Legal Department

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

July 1, 2025

Via US Mail

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

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
ebruce@aep.com

Dear Commissioner Towell:

Please find enclosed, as required by § 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 blue ink that reads "Elisabeth M. Bruce".

Elisabeth M. Bruce

Enclosure



BOUNDLESS ENERGY™

Legal Department

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

July 1, 2025

Via Electronic Mail (DelJWard@house.virginia.gov)

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

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
eb Bruce@acp.com

Dear Delegate Ward:

Please find enclosed, as required by § 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 blue ink that reads "Elisabeth M. Bruce".

Elisabeth M. Bruce

Enclosure



BOUNDLESS ENERGY™

Legal Department

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

July 1, 2025

Via Electronic Mail (senatordeeds@senate.virginia.gov)

The Honorable R. Creigh Deeds
Chair, Commerce and Labor Committee
Senate of Virginia
P.O. Box 5462
Charlottesville, VA 22905-5462

Elisabeth M. Bruce
Senior Counsel - Regulatory
Services
(804) 698-5544 (P)
(804) 698-5526 (F)
cbruce@aep.com

Dear Senator Deeds:

Please find enclosed, as required by § 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,


Elisabeth M. Bruce

Enclosure

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 approximately \$30,000 annually to the program: \$26,500 for the funding of grants and \$2,584 for operating fees. From June 2024 through May 2025, the Company has provided 23 energy vouchers to homeless veterans totaling \$11,500. 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 2025, 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, 2024, through May 31, 2025. The table also reports year-to-date total program funding / participation.

Appalachian Power June 1, 2024 - May 31, 2025			
Virginia Veterans Voucher Program Participation			
Month	Applications	Grants	Amount Granted
June-24	4	4	\$2,000.00
Aug-24	1	1	\$500.00
Sept-24	2	2	\$1,000.00
Oct-24	5	5	\$2,500.00
Nov-24	1	1	\$500.00
Jan-25	4	4	\$2,000.00
Feb-25	1	1	\$500.00
Apr-25	3	3	\$1,500.00
May-25	2	2	\$1,000.00
Total	23	23	\$11,500.00

Virginia Veterans Voucher Total Program Participation			
Dates	Applications	Grants	Amount Granted
October 2015 - May 2025	360	354	\$177,000.00

Total Program Participation by Locality			
County	Applications	Grants	Amount Granted
VA - City of Roanoke	285	281	\$140,500.00
VA - City of Lynchburg	40	40	\$20,000.00
VA - Roanoke	15	15	\$7,500.00
VA - City of Radford	4	4	\$2,000.00
VA - Montgomery	6	5	\$2,500.00
VA - Bedford	1	1	\$500.00
VA - Botetourt	1	1	\$500.00
VA - City of Martinsville	1	0	\$0.00
VA - City of Salem	1	1	\$500.00
VA - City of Staunton	1	1	\$500.00
VA - Henry	1	1	\$500.00
VA - Amherst	2	2	\$1,000.00
VA - Craig	1	1	\$500.00
VA - Franklin	1	1	\$500.00
Total	360	354	\$177,000.00

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 Appalachian Power's Virginia territory. The program has been extended through 2029 as part of our 2023 VA EE-RAC filing in Case No. PUR-2023-00169.

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.

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, and

- One refrigerator thermometer.

Appalachian Power and Dollar Energy have entered into an agreement that will allow the program to continue through 2025, 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, 2024, to May 31, 2025.

Appalachian Power June 1, 2024 - May 31, 2025		
Dollar Energy Monthly Participation		
Fulfillment Month	# of Kits	Cost for Kits
Jun-24	65	\$2,087
Jul-24	124	\$3,982
Aug-24	102	\$3,275
Sep-24	57	\$1,830
Oct-24	33	\$1,060
Nov-24	43	\$1,381
Dec-24	33	\$1,060
Jan-25	59	\$1,894
Feb-25	53	\$1,702
Mar-25	176	\$5,651
Apr-25	125	\$4,014
May-25	125	\$4,014
Annual Total	995	\$31,949.45

Top 10 Program Localities		
24301	Pulaski	90
24501	Lynchburg	85
24073	Christiansburg	41
24333	Galax	38
24017	Roanoke	33
24504	Lynchburg	28
24091	Floyd	27
24502	Lynchburg	26
24651	Tazewell	26
24084	Dublin	25
24382	Wytheville	22