11/5/26 Lunch & Learn Q & A

1. - If my bill is really high, should I request an audit and if so, what steps would I take to do that? AEP just started a free virtual energy savings walk through for households that have high usage. Here's a website with more information and how to schedule a walk through - https://www.aepohio.com/savings/home/money-saving-programs/virtual-home-energy-walkthrough/
2. I got a letter stating that my house will no longer be serviced with gas and that it was not an option. They said I had to figure out another way to heat my house, such as installing an electric unit. Are there any programs to help with this situation? I am not the only one; this has been happening a lot around here recently. This is really unfortunate. I heard about Knox Energy discontinuing service in the Washington County area. The Home Weatherization Program may be able to help if their income is at or below 200% FPG. https://coadinc.org/energy-services/hwap/ They could also check if they are eligible for the USDA rural home loan program https://eligibility.sc.egov.usda.gov/eligibility/welcomeAction.do
3. When you mentioned the Neighbor to Neighbor $500 funding option, can someone on PIPP apply if they have gotten behind? Good question – unfortunately they are not eligible if they are a PIPP customer.