



**AFFORDABLE ENERGY CORPORATION**  
**ASAP: The All Seasons Assurance Plan**  
 150 S. State St., Louisville, Kentucky 40206-3169  
 (502) 893-7843 Fax (502) 893-1910  
 Visit our new website: [www.asapky.org](http://www.asapky.org) info@asapky.org

**CLIENT RIGHTS**

**I understand my rights to be as follows:**

- No person shall be discriminated against in regards to age, ethnicity, religion, gender, national origin, physical or mental disability, familial status, veteran's status, sexual orientation or any other categories provided nondiscriminatory treatment by law, status, or ordinance of federal, state or local jurisdiction.
- To receive considerate, respectful and humane care.
- To obtain information concerning my status with ASAP.
- To receive individualized service concerning LG&E account and to have input in case management and receive referrals that may assist with paying utility bills.
- To receive complete confidentiality, except as provided by law or service agreement. A written consent form must have been signed to release information.
- To terminate my case at any time, fully understanding that ASAP is a voluntary program.
- To expect appropriate behavior by staff or volunteers that is not physically or sexually abusive and that does not involve verbal threats in any way.
- To be entitled to file a "Client Appeal / Complaint Form" and follow the Client Complaint Procedures. The head of household will not suffer retaliations or sanctions as a result of any complaint filed.

**CLIENT APPEAL / COMPLAINT PROCEDURES**

**It is the policy of the Affordable Energy Corporation to give all participating households an opportunity to file an appeal on the denial or termination of services or complaint to assure that a household aggrieved by actions arising from service rendered by the Corporation has a right of appeal.**

RESPONSIBILITY	ACTION
<b>ASAP: The All Seasons Assurance Plan</b>	Gives a copy of this policy to each participating household.
<b>Participating Household</b>	Informs the ASAP Program Director of the appeal or complaint and files the attached form entitled "Client Appeal / Complaint Form".
<b>ASAP Program Director</b>	Processes the complaint to the ASAP Board Representatives for review. The board will make a decision and the program director will notify the client of the decision. The decision of the AEC Board Representatives is final.