



TERMINATION POLICY

The All Seasons Assurance Plan (ASAP) will terminate services to a client based on the following conditions:

A. Default of payment to LG&E:

1. If the head of household does not pay his/her monthly LG&E bill, ASAP will send a letter, and possibly make a phone call, informing the head of household that he/she has not paid their utility bill. The monthly bill must be paid in full within **15 days** from the date of the letter. ASAP will make no further payments until the client's bill is paid in full. Case management services will be offered to the head of household to suggest community resources to assist with curing the default.
2. If the head of household does not pay his/her monthly bill within **15-20 days** after the Late Payment Notice, a Warning Notice will be mailed to the client stating the utility bill must be paid in full within the next **15 days** from the date of the letter or the client will be terminated from the ASAP program.
3. If the client has not made a full payment within 15-20 days of the Warning Notice, the client will be terminated from the program.

B. Failure to apply and qualify for the LIHEAP Subsidy program:

1. The head of household must apply for and receive funding from the LIHEAP Subsidy program each and every year to be considered for continuation in the ASAP program.
2. If the head of household does not receive funding from the LIHEAP Subsidy program then he/she will not be eligible for participation in ASAP for the following year.

C. Refusal of energy conservation education and/or weatherization services:

1. If offered, the head of household must accept energy conservation education and/or weatherization services.
2. If the head of household refuses these services or refuses to respond to phone calls and/or letter, he/she will be withdrawn and given 15 days to comply.
3. The head of household may file a complaint on the denial or termination of services with Affordable Energy Corporation. Refer to the Client Complaint Procedures.



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D. Failure to attend mandatory orientation or training sessions:

1. The head of household or a designee is required to attend a mandatory orientation/training session to enroll in the ASAP program.

E. Fraud:

1. If the head of household commits fraud pertaining to the ASAP program, he/she will be terminated from the program. This includes, but is not limited to, failing to disclose Section 8 Benefits, operating a business in your home, inappropriate usage of energy, etc.

F. Moving outside the LG&E service territory:

1. If the head of household is no longer an LG&E electric customer he/she will be terminated from the ASAP program.
2. The head of household is responsible for contacting our office within ten (10) days of the services ending.
3. If the head of household is no longer an LG&E customer, the head of household will be solely responsible for the entire amount of all arrearages and monthly bills then owed to LG&E or billed by LG&E after termination.
4. The head of household may file a complaint on the denial or termination of services with Affordable Energy Corporation. Refer to the Client Complaint Procedures.

G. Failure to notify ASAP of an address change, status change or inactive account:

1. If the head of household moves to a new address, he/she must notify our office within ten (10) days of ending the service on the current address. If our office is not contacted within ten (10) days, the head of household could be subject to termination.
2. If the head of household moves outside of the LG&E service area, he/she will no longer be eligible to continue on our program. ASAP will not be responsible for the arrearages or unpaid LG&E bill the head of household has incurred.
3. If the head of household moves to a temporary residence or becomes homeless, he/she must notify AEC within ten (10) days. ASAP will not make any payments during temporary residency. The head of household will have sixty (60) days to secure permanent housing and to initiate LG&E service in order to continue to receive ASAP payments.



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4. If the head of household declares bankruptcy, the client must notify AEC within ten (10) days. To remain an ASAP client, you must open a new LG&E account in your name and any funds owed to LG&E must be paid.

H. Funding for the program is decreased or eliminated:

1. If the funding for the program has been decreased or eliminated the services may be reduced or terminated. If this occurs clients will be notified as soon as possible.
2. There will be no Client Complaint Procedures available if the funding is decreased or eliminated.

I. Living in Subsidized Housing:

1. ASAP clients cannot live in subsidized housing (i.e., Section 8) or any housing in which there is a utility allowance.

J. High Energy Appliances:

1. ASAP clients cannot use high energy appliances such as a heated hot tub, heated swimming pool, or tanning beds.

K. Home Businesses

1. ASAP clients are prohibited from operating a business in their home if the business requires high usage items. Clients will notify ASAP if they are operating a business in their home.

L. Voluntary Withdrawal:

1. The All Seasons Assurance Plan (ASAP) is a voluntary program and the head of household can terminate services at any time by providing written notice to the program. The client must notify the office immediately of the voluntary termination.

M. Code of Conduct

1. Clients will be respectful of the staff and volunteers with Affordable Energy Corporation and will not be physically, sexually or verbally abusive.

N. Right to An Appeal

1. Clients have the right to file an appeal. Refer to the Client Appeal Process/Complaint Form.