

APC Energy Assistance

Energy Assistance Team Overview

- Engage with local Energy Assistance Agencies daily
 - Telephone inquiries and Email inquiries
 - Enter pledges and process payments
 - Agency Portal setups

- Kisha Linley – Customer Operations Manager
 - Terri Tucker – Accounting Services Manager
 - Debbie Davis – Eastern Division area
 - Sharon Pruitt – Western Division area
 - Alicia Rodgers – Birmingham/Southern Division areas
 - Tameka Hamilton – Mobile/Southeast Division areas



APC Energy Assistance Team

Contact Information for

Agencies

- ✓ Toll free number – 1-833-927-0895
- ✓ Fax number – 1-833-927-0896
- ✓ Email – Energyassistance@alabamapower.com
- ✓ Portal – Energyassistance.southerncompany.com

APC Contact and Payment Options for *Customers*

- ✓ Toll free number – 1-800-245-2244
- ✓ OCC – AlabamaPower.com
- ✓ Mail Payment – PO Box 242, Birmingham AL 35292
- ✓ Online – AlabamaPower.com (ACH and BM cr/db)
- ✓ Pay By Phone – 1-800-245-2244 (ACH and BM cr/db)
- ✓ Local Offices – 24/7 Kiosk, indoor Kiosk, in person
- ✓ APLs (Authorized Payment Locations)

Pledge and Portal Information

- August 2020 - 88% of pledges received through the portal
 - August 2020 - Average pledge \$374.00
 - 96 agencies are now enrolled on the portal
 - Almost \$295,000 has been paid through the portal since September 4, 2019
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- January 2020 – August 2020 Pledge and Payments



51,569
Agency Pledges



\$17,562,863.01
Received

APC Normal Business Operations

- ✓ APC will reopen our offices to the public on September 21, 2020
- ✓ APC will resume collections on September 28, 2020
- ✓ Messaging on bills and OCC began in August

▶ **Collections Update:** Beginning September 28th, 2020 we will resume late fees and disconnections on delinquent accounts. Alabama Power understands some customers may have difficulty paying their bills. If you are having difficulty, please log into your account at AlabamaPower.com or call 1-800-245-2244.

Collections Update: Delinquent accounts will be subject to late fees and disconnections on September 28. Customers affected by COVID-19 are eligible for installment payment plans. [Click here](#) to easily set one up.

COVID Temporary Processes

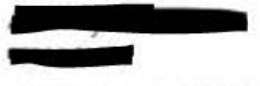
Minimum Pledge \$ Requirement (May 2020 change)

- Normally, if the pledge amount is below the minimum needed, the customer is required to pay the difference before the pledge can be accepted for account/collection holds.
- APC began temporarily relaxing the minimum requirement amount in May 2020.
- While we encourage the agency to still suggest that the customer make additional payments towards their account balance, APC will accept the pledge from the agency without requiring an up-front payment.
- This temporary change was implemented with the Portal as well.

Special Arrangements – Installment Payment Plan (IPP)

- Beginning June 15, Alabama Power began offering installment arrangements to eligible customers. A customer can set up a *special agreement* payment arrangement for the arrears portion of their bill. The special agreement will be offered in four equal installments.
- For example, if a customer owes \$200.00 in arrears, they will be able to set up monthly installments (a special agreement) of \$50.00 a month. The customer will need to pay their current monthly bill plus the special agreement amount each month.

Energy Assistance Portal and IPP


 MONTGOMERY, AL 36116

Past Due Charges ⓘ \$0.00
 Pending Payments -\$0.00
 Pending Pledges -\$0.00

 Recommended Amount
\$0.00

MAKE A PLEDGE

MAKE A PAYMENT

CURRENT INFO

BILLING & PAYMENT HISTORY

POWER USAGE

ASSISTANCE HISTORY

Balance Breakdown

New Charges	\$0.00
Current Bill	
Electric Service	\$332.60
Other Service	\$77.64
Deposit	\$0.00
Non-Service	\$0.00
Total	\$410.24
Previous Bills	
Electric Service	\$0.00
Other Service	\$0.00
Deposit	\$0.00
Non-Service	\$0.00
Total	\$0.00
Account Balance ⓘ	\$410.24
Pending Payments	-\$0.00
Remaining Balance	\$410.24

Important Dates

Current Bill Due Date	09/05/2020
Next Scheduled Read Date	On or after 08/20/2020

Customer Status

Account Status	A
Service Status	O

Installment Information

Name	Installment Payment Plan Remaining Installment(s): 2
Payoff	\$172.64
Monthly Installment	\$77.64



