

Mid America Assistance Coalition
Dollar Aide Utility Assistance
Program Sponsored by Evergy
Fund Guidelines & Eligibility Requirements, Revised Jan 2022

General Eligibility Requirements for Both Funds

- All applicants MUST be current Evergy Customers.
- Applicant's household must have income at or below 200% of the federal poverty level. This is determined based on cash income, and an Income Assessment must be entered in MAACLink within the past 30 days.
- Applicant's name (or the name of a member of applicant's household) and address as entered into MAACLink must match those on the utility bill.
- All utility assistance grants should be entered into MAACLink as soon as possible, but no later than 10 days from the client application intake date.
- The date on the utility bill must be within 30 days of the date the application intake date.
- Customer must have made a payment from personal funds on the bill for which they are seeking help within 90 days of the date of application.
- Client cannot receive assistance from a fund from two different agencies in the same year.
- Client can receive assistance twice from the same agency site in one year from each fund.
- The amount of the assistance must be equal to or less than the amount of the bill.
- No agency personnel may receive MAAC-managed funds from the agency by which they are employed.
- The completed Standard Intake Form (from MAACLink), a copy of the Evergy utility bill, a copy of the other utility bill we are paying (Dollar Aide Only), and income documentation must be kept on file at the agency for a minimum of 4 years after the date of service. Agencies may, at their discretion, keep additional documentation relative to agency requirements on file.
- At any time, MAAC may request to audit agency documentation to ensure program compliance.

Eligibility Requirements Specific to Individual Funds

Dollar Aide:

- Applicant must provide proof of active (service on) Evergy account for their household.
- Assistance must be for heat, Evergy electric, or water. In MAACLink, the "Client Account#" field must be included, and must match the vendor we are paying.
- Evergy account number must be verified if payment is made to another vendor. **In this case**, the agency must first verify with Evergy that the household has an active account that is also current (with no past due amounts). Call the Evergy Energy Assistance helpdesk at 816- 242-6400 or use AgencyLink to verify the account status. **In MAACLink**, you must indicate the active Evergy account on the Comment field of your Service entry.
- Applicant must be delinquent on the bill for which they are seeking help.
- Maximum \$500 in assistance (up to 2 services) can be given by the same site in a rolling calendar year.

Dollar Aide Credits:

Same guidelines as Dollar Aide. Additionally:

- Dollar Aide Credits can *only* be used to pay an Evergy bill. No other service/vendor can be paid through this fund.

Note: If the customer does not have an Evergy customer account, they are not eligible for Dollar Aide, no matter what bill we are paying. This fund cannot be used for BPU customers or other electric vendors.

Scenarios where the client seeking assistance is NOT named on the Evergy account:

- 1) Ask the client to contact Evergy at 816-471-5275 to approve being added to the Evergy account. Then contact Evergy to confirm the pledge on the customer's account. In MAACLink, enter the service request under your client's Profile.
- 2) If your client doesn't want to be added to the account but lives with the account holder, be sure the account holder is included in the Household in MAACLink. Contact Evergy to confirm pledge, then leave a comment on your service that the account is in the other person's name.
- 3) If the Evergy account holder is not currently living with the client, the customer cannot be added to the Household in MAACLink. To process a pledge in this scenario, your client must contact Evergy to be added to the bill.

Fund: Grant paying for the request

Service: What type of assistance is being provided

Fund Account: My agency's fund pool/available balance

Vendor: Payee for the request (Electric for Dollar Aide MUST be Evergy)

Client Account#: Acct Number for the Vendor (Required for Dollar Aide/Credits Funds)

Unit Value: Amount of assistance being provided through this grant.