
IID's Low-Income Customer Assistance Programs

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REAP

(Residential Energy Assistance Program)

REAP provides a monthly discount to low-income qualifying customers. Based upon the customer's age, he/she may qualify for a 20% or 30% monthly discount.

- 20% monthly discount – 59 and Under
- 30% monthly discount – 60 and Over
- As of 09/30/2023, REAP has assisted 11,630 customers for a total of \$3,918,576.
- For 2023, there is \$1.5 million in funding remaining.

eGreen

The eGreen program comes from a 23-year power purchase agreement with Citizens Energy, which provides low-income customers enrolled in IID's REAP program with an additional discount.

- The monthly discount rate varies, but on average it is five percent per month.
- As of 09/30/23, eGreen has assisted 11,630 customers for a total of \$516,124.

EEAP

(Emergency Energy Assistance Program)

EEAP provides assistance to low-income qualifying customers who face disconnection of power due to non-payment.

- The maximum assistance per customer per year is \$400 and is broken down by quarter. However, during the 3rd quarter of the year, when power bills are higher, IID allows the full amount to be used.
 - 1st Quarter - \$75
 - 2nd Quarter - \$125
 - 3rd Quarter - \$125
 - 4th Quarter - \$75
- As of 09/30/2023, EEAP has assisted 7,872 customers for a total of \$916,707.
- For 2023, there is \$900,000 in funding remaining.



MEEUAP

(Medical Equipment Energy Usage Assistance Program)

MEEUAP provides a monthly discount to customers who use prescribed in-home medical equipment and for customers who have a medical condition where the A/C is considered medical equipment.

- The monthly discount rate for prescribed in-home medical equipment is based upon the medical equipment's usage.
- The monthly discount for an A/C that is considered medical equipment is up to \$300.
- As of 09/30/2023, MEEUAP has assisted 609 customers for a total of \$95,235.
- For 2023, there is \$49,000 in funding remaining.