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DES, APS Announce Partnership for Discount Energy Program

PHOENIX — (March 5, 2019) The Arizona Department of Economic Security (DES) and Arizona Public Service (APS) announced today their partnership to connect lower income families to a discount rate program provided by the electricity company. The APS Energy Support Program provides a 25% discount to households at or below 150% of the federal poverty level.

As the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) program serves households at or below 130% of the federal poverty level, benefit recipients are automatically eligible for the APS discount program. As such, the DES Family Assistance Administration (FAA), which administers SNAP and TANF, is raising awareness and completing the application process for clients who are approved for benefits.

“It is our goal to help individuals and families in Arizona overcome barriers to self-sufficiency,” said DES Director Michael Traylor. “Partnerships like the one we fostered with APS, allow us to work with our community partners to identify solutions for our clients.”

“Our commitment to customers includes offering resources like the Energy Support Program to help them manage their electricity costs year-round,” said Stacy Derstine, APS Vice President, Customer Service and Chief Customer Officer. “Now customers can access this APS support at many more locations throughout the state thanks to this partnership with DES.”

In December 2018, an FAA pilot office began outreach to clients about the APS assistance available through the Energy Support Program. As of March 2, 366 applications for the program were submitted. Since January, APS has been delivering training to FAA offices in zip codes served 100% by APS. By March 21, Energy Support Program enrollment will be available in 22 DES offices.

“In the local office, we’ve had the privilege of witnessing the extraordinary impact this program has on our clients,” said Kathryn Steffen, DES FAA pilot office lead. “One mother was on the verge of tears, explaining to us how the savings on her electric bill will help her buy more diapers and clothes for her daughter.”

Summer months are historically when most customers see higher-than-average energy costs. As summer approaches, DES will be part of a special APS campaign called “100 Days of Helping” designed to connect customers with the assistance and support they need to save on energy costs before high temperatures hit Arizona.

To apply for the Energy Support Program, individuals can visit a participating DES office, apply online or download and mail an application. Their SNAP or TANF benefits award letter can serve as proof of income, but there are several other accepted income documents.

For more information on the APS Energy Support Program, visit the [APS website](#).

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The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their full potential through temporary assistance for those in need, and care for the vulnerable. Visit our website at <https://des.az.gov> and follow us on [Facebook](#) and [Twitter](#).