



## Holland Board of Public Works

Promise Funds from Holland BPW is a financial assistance program that helps qualified customers pay their electric bill. Promise Funds provide a total of \$350 that can be budgeted towards your monthly electric account balance over the course of one year.



# Promise Funds

FINANCIAL ASSISTANCE FOR HOLLAND BPW RESIDENTIAL ELECTRIC CUSTOMERS

## GET STARTED!

Contact a Holland BPW representative to submit an application.

## Qualifications

1. Current Holland BPW electric customer for at least six months
2. Customer must have made at least three payments or paid 50% of Holland BPW energy charges within the last six months
3. Past due amount on Holland BPW account must not exceed \$350
4. Household income below 250% of the federal poverty line\*

## The Application Process

1. Holland BPW verifies the first three qualifications.
2. Community Action Agency (CAA) contacts applicant to schedule an income verification appointment.
3. CAA informs Holland BPW if the income qualification is met.
4. Holland BPW notifies the customer of the application status.

\*An appointment with CAA is required for income verification.

## Rules

- **Customers must call to inform Holland BPW each time they want to use Promise Funds. Promise Funds DO NOT** automatically apply to account balances.
- Full amount of **Promise Funds** (\$350) cannot be used all at one time.
- **Promise Funds** must be used towards the account balance for electric charges only.
- **Promise Funds** are granted one time in a year, starting from the date of approval.
- **Promise Funds** do not automatically renew.
- Once **Promise Funds** have expired, a new application can be submitted.

## Use Promise Funds to pay a portion of your electric bill.

- Choose when and how much of your **Promise Funds** to use towards your bill each month.
- Make **Promise Funds** last longer by paying part of your bill in combination with using **Promise Funds**.
- Once granted, **Promise Funds** are available for one year from the date of approval.