

1) Who is eligible for the fund?

A. To be eligible for the Benevolent Fund, individuals must meet the following criteria:

- a. the individual is a current member of GVEA;
- b. the member must have submitted either the COVID Hardship Declaration forms, or they must have entered into or, as part of the assistance process, will enter into a Payment Plan with GVEA;
- c. the member is currently in a past due or delinquent status and at risk of disconnect; and,
- d. the member completes financial screening and provides appropriate proof of financial hardship (i.e., layoff notices, bank statements, etc.) to Love INC.

2) Can I apply for this fund if I have received financial assistance through the CARES act for electric bills?

A. No, individuals who have received funds from the CARES act to pay their electric bills are not currently eligible to participate in this fund.

3) The joint member on my account has already been approved to receive financial assistance through the Benevolent Fund. Can I also apply?

A: No, a joint member is not eligible for financial assistance through the Benevolent Fund if assistance has already been paid to another member on the account for the same service address.

4) If I am approved for financial assistance, how much can I receive?

A. Members approved for financial assistance may be approved for up to a maximum of \$750.00. If the member owes less than \$750.00 on an account, any

credit shall be capped at the current account balance. In no instance shall any payment from the Benevolent Fund exceed the balance of the member's account.

5) Where is the money coming from for the Benevolent Fund?

A. GVEA's Board of Directors approved a contribution of \$250,000 to start the fund. This money comes from GVEA's non-operating funds (i.e., rents paid, interest earnings, etc.). These costs are not recoverable through rates as they are not associated with providing electric service to our Members. Therefore, Members will see no impact to their bill due to the fund.

6) Can I donate to the fund?

A. Yes, you can donate to the fund. Electronic and check payments are accepted by Love INC to add to the fund. Go to www.loveincfairbanks.org/gvea_benevolent_fund_donation to make a donation.

7) Why was Love INC chosen to administer the fund?

A. Love INC is charging no administrative fees to administer the fund on behalf of GVEA, meaning that there will be more funds available to assist members. Love, INC also administered the CARES Act funds and will be reviewing similar eligibility criteria here. Additionally, Love INC is connected to over 50 programs and services that may further assist members in need.

8) Where can I apply for the Benevolent Fund?

A. You can apply online with Love, INC by visiting www.loveincfairbanks.org/gvea_benevolent_fund_application. You may also apply in person at the Love INC office, located at 603 3rd Street, Fairbanks, AK 99701.