

Exhibit C

Appalachian Power Low Income Program Customer (Homeowner/Tenant)/Property Owner Acceptance

Dear Customer and/or Property Owner:

Appalachian Power Company and Wheeling Power Company (“APCo”), provides the APCo Low Income Program to their customers who are qualifying homeowners and tenants (“Customers”) or qualifying property owners (“Property Owners”) to help make their homes safer, improve the energy efficiency of their homes, and reduce their energy costs.

The APCo Low Income Program is designed so that it can be coordinated with – or supplementary to – the WV Weatherization Assistance Program (WAP) and other programs to provide comprehensive weatherization, energy efficiency and electrical safety services to our qualifying low-income Customers.

Under this APCo program, we will perform the following:

1. Examine the electric wiring, lighting, heating system, water heater, refrigerator, freezer, stove and other electric energy appliances in the homes to verify whether they are operating safely and efficiently and if not, may provide services to address their operation.
2. Check the attic, sidewalls, floors, windows and doors to determine if there is a need for additional insulation to the home and if there is, may provide services to address that need.

To effectively weatherize your electrically heated/cooled home, it may be necessary to insulate the wall cavities with cellulose. This involves drilling holes in the walls and putting insulation in the space behind. There are five methods we may use to get behind the wall:

1. The exterior siding will be drilled and plugged.
2. The exterior siding may be lifted and the sub-siding will be drilled.
3. The interior walls will be drilled and patched.
4. The interior baseboards and crown molding may be removed and the wall sheathing drilled.
5. Drilling through the seal plate and top plate of the wall cavity.

If your home has asbestos siding or other factors which prevent us from drilling through the exterior, you inspector and insulation contractor will determine the best approach to use inside the home.

If you have a mobile home, it is still necessary for you to sign this form. Insulation may be placed in the belly, walls, and roof of the mobile home.

Customers, if you qualify and would like the services under this program performed, **PLEASE READ, SIGN, AND RETURN PAGE 2 OF THE FORM** in the enclosed self-addressed envelope, if applicable. **Customer Tenants must additionally provide a copy of their most recent electric bill.**

Property Owners, **PLEASE READ, SIGN, AND RETURN PAGES 3 AND 4** in the enclosed self-addressed envelope, if applicable.

**CUSTOMER
RELEASE OF ALL CLAIMS AND
AUTHORIZATION TO USE DATA**

In consideration of the receipt and installation of weatherization materials and appliances, I, the Customer homeowner/Customer tenant at the address below do hereby release, acquit and forever discharge, Appalachian Power Company and Wheeling Power Company, their officers, agents, employees, successors and assigns, of and from any and all actions, causes of action, including by way of illustration but not by limitation, claims, demands, damages, costs, loss of services, expenses and compensation, which I now have or may hereafter have, or that my heirs, executors or administrators can or may have against Appalachian Power Company and Wheeling Power Company, their officers, agents, employees, successors and assigns, on account of, or in any way arising out of the weatherization materials or appliances provided as well as the installation and use thereof.

I authorize (*insert agency name*) to release to its designees information about my account and about weatherization materials or appliances installed on the property at the address below.

**Customer Homeowner/
Customer Tenant Name:** _____
(signature)

Print Name: _____

(address)

(city) (State) (Zip Code)

(Customer Account Number) Date: _____

Exhibit C

PROPERTY OWNER RELEASE OF ALL CLAIMS AND AUTHORIZATION TO USE DATA

In consideration of the receipt and installation of weatherization materials and appliances, I, the Property Owner at the address below do hereby release, acquit and forever discharge, Appalachian Power Company and Wheeling Power Company, their officers, agents, employees, successors and assigns, of and from any and all actions, causes of action, including by way of illustration but not by limitation, claims, demands, damages, costs, loss of services, expenses and compensation, which I now have or may hereafter have, or that my heirs, executors or administrators can or may have against Appalachian Power Company and Wheeling Power Company, their officers, agents, employees, successors and assigns, on account of, or in any way arising out of the weatherization materials or appliances provided as well as the installation and use thereof.

I authorize (*insert agency name*) to release to its designees information about my account and about weatherization materials or appliances installed on the property at the address below.

Property Owner Name: _____
(signature)

Print Name: _____

(address)

(city) (State) (Zip Code)

Date: _____

