

Volunteer for credit on your next bill

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Good Egg Energy's volunteer program is a great way to help customers offset their energy bills while giving back to their community. For every hour they volunteer each month, we credit \$10 off their bill, up to a maximum of 50% of their total bill amount. This article covers how the program works, what customers need to do to join, how they prove their volunteer hours, and the key terms and conditions they should know about.

Why this program exists

Energy costs can be a real burden for many households. We created this program to make bills more manageable while supporting local community initiatives that matter. It's a win-win: customers get meaningful bill relief, and their communities benefit from active volunteers. The program recognizes that not everyone can afford their energy bill outright, but many people have time and energy to contribute to their neighborhoods.

How the volunteer credit works

The math is straightforward. Each hour of verified volunteer work equals a \$10 credit on the customer's next bill. If a customer volunteers 20 hours in a month, that's a \$200 credit. However, the credit can't exceed 50% of their total bill amount. So if their bill is \$300, the maximum credit they can receive that month is \$150, even if they logged more than 15 volunteer hours.

Credits apply to the billing period following the month in which the volunteer hours were completed. If a customer volunteers in January, the credit shows up on their February bill. Any unused credit doesn't roll over to future months—it's use it or lose it each billing cycle.

Setting up in the program

Getting started is simple. Customers can enroll through our website or by calling our team. When they sign up, they'll provide basic information about themselves and confirm they want to participate. We'll send them a welcome package with program details, the

approved volunteer organization list, and instructions on how to log and verify their hours.

Customers don't need to volunteer for Good Egg Energy directly—we've partnered with approved local organizations across our service areas. These include food banks, homeless shelters, community centers, environmental groups, and youth programs. When customers enroll, we'll share the full list of eligible organizations in their area so they can choose where to volunteer.

Proving your volunteer hours

We need documentation to verify volunteer hours, and we keep this process as flexible as possible. Customers can provide proof in one of three ways:

- **Organization letter:** A signed letter from the volunteer coordinator or supervisor at the organization confirming the dates, hours, and type of work completed.
- **Organization timesheet:** An official timesheet or volunteer log from the organization, signed and dated by a staff member or volunteer coordinator.
- **Digital verification:** Some organizations use volunteer tracking platforms (like VolunteerHub or Galaxy Digital). We can request verification directly from the organization through these systems.

Customers submit proof through our online portal or by mailing it to us—they'll get instructions when they enroll. We review submissions within 5 business days and notify them whether their hours were approved. If there's an issue with the documentation, we'll let them know what we need and give them a chance to resubmit.

Important terms and conditions

Eligibility: Customers must be at least 18 years old and have an active Good Egg Energy account in good standing (no overdue payments) to participate. Accounts with disconnection notices are suspended from the program until the account is current.

Approved organizations only: Hours only count toward the program if the volunteer work is completed with an organization on our approved list. We update this list quarterly and customers can check it anytime on our website or by calling us. We accept most legitimate nonprofits and community organizations, but we don't count hours for political campaigns, religious proselytizing, or for-profit businesses.

Monthly caps and limits: There's no monthly limit on the number of hours a customer can volunteer, but remember the 50% bill cap applies. If a customer volunteers 100 hours one month but their bill is only \$200, they'll only get a \$100 credit. Also, volunteer credits don't stack—if a customer has multiple accounts with us, they can only enroll one account in the program.

Program duration: Customers can stay in the program as long as they want, but they need to log at least one hour of volunteer work each month to receive a credit that month. If they don't volunteer in a given month, no credit is issued—but they stay enrolled and can resume the following month.

Account changes: If a customer moves to a new address outside our service area, their program enrollment ends. If they move within our service area, enrollment transfers automatically. If their account is closed or transferred to another household member, program enrollment ends and a new person would need to enroll separately.

Documentation retention: We keep volunteer documentation on file for three years for our records. Customers don't need to resubmit the same documentation each month, but they do need to provide new documentation for any additional volunteer work they complete.

What happens if documentation is questionable

If documentation looks incomplete, unclear, or doesn't match our organization list, we'll reach out to the customer to clarify. Sometimes organization letterhead is faint, dates are missing, or signatures are illegible—these are easy fixes. In rare cases where we suspect fraudulent documentation, we contact the organization directly to verify. We treat customers fairly but take program integrity seriously, since this is ultimately a bill credit funded by all our customers.

Troubleshooting common issues

Hours not showing on the bill: Check that documentation was submitted and approved. If a customer submitted hours late in the month, they might not process in time for that bill cycle—they'd see the credit the following month instead. Ask them to log into their online

account to check submission status, or have them call us to confirm receipt.

Credit is less than expected: Remind them about the 50% bill cap. If their bill is \$400 and they volunteered 30 hours (that's \$300 in credits), they'd only receive \$200 because that's 50% of their bill. The extra credit doesn't carry over.

Organization isn't on the approved list: Customers can ask us to review new organizations. We typically respond to review requests within two weeks. If an organization is denied, we'll explain why and suggest similar approved organizations in their area.

Good to know: When a customer calls about this program, they often have genuine questions about whether their volunteer work qualifies or how to get documentation from their organization. These conversations are great opportunities to encourage participation—remind them that every hour genuinely helps their bill, and community organizations usually make the documentation process straightforward.
