**FAQ**

**Q: IS HEP TIME LIKE REAL DOLLARS?**
A: HEP time is not the same as cash; however, in some situations, some items may be purchased with Time Dollars. This topic will be covered in more detail during your orientation.

**Q: HOW DO I EARN MORE HOURS?**
A: You earn hours by accepting requests on the HEP website. You can search to find a relevant request and respond to see if the listing is a good fit for both parties.

**Q: IS HEP SAFE?**
A: Yes. Our members use great judgement and post listings at their own comfort level.

**Q: WHAT CAN I OFFER?**
A: More than you think! If you’re stuck trying to think of your first offer, take a look through HEP requests to get an idea for what people need.

**Q: WHY SHOULD I DONATE?**
A: HEP is a member-run organization that uses your donation to cover the minimal overhead needed to run operations.

**Q: IS HEP A BARTER SYSTEM?**
A: No, barter is direct trading, based on cash value, between two people. HEP exchanges are friendly, neighborly favors. An hour with a lawyer is the same as an hour with a carpenter.

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**stime Dollar Lifecycle**

- Alba earns time by helping Erica paint a mural.
- Erica earned her time by helping Kate take a group of kids out for an ice cream.
- Kate earned her time by teaching Mario to weave for an hour.
- Mario earned his time by picking up some groceries for Patrick.
- Patrick earned time helping Alba to hang a painting.

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**How To Join HEP**

To get started with HEP and start exchanging hours, visit our website [hourexchangeportland.org/join.htm](http://hourexchangeportland.org/join.htm)

- Apply Online
- Print and Mail Forms
- Attend Orientation
- Read the Member Handbook
- Log in and Start Exchanging!

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**About HEP**

Hour Exchange Portland (HEP) is a platform for community growth and engagement. At its core, HEP enables members to exchange the time they have for services they need with people in their community. Together, we are restoring our local community currency based on relationships and time. If you enjoy an activity, chances are you are good at it and can offer your expertise to others and receive Time Dollars in return. Join Hour Exchange - you’ll meet new people and discover skills you didn’t know you had!

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**Using HEP**

In the simplest terms, you provide an hour of service in exchange for the promise of an hour of service in the future. You can accumulate hours and redeem them later for hours of service you need from someone else.
Since 1997, HEP members have exchanged 150,000 hours and counting!

### Categories

HEP members are able to post and receive offers in more than 35 service categories.

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### Mission & Values

Hour Exchange Portland is an hour exchange based on the equality of time, empowering individuals to utilize their assets and enhance their lives, neighborhood and community.

**Assets:** We are all assets. Every human being has something of value to contribute.

**Equality:** At the heart of every exchange is equality. An hour is an hour, regardless of the service. All people are valued equally.

**Reciprocity:** Helping works better as a two-way street. Rather than the traditional roles of provider and consumer, we ask how can we help each other build the world we both want to live in?

**Redefining Work:** Work is beyond price. Work must be redefined to include all of the activities it takes to sustain families, neighborhoods and communities, to help democracy work, and to advance social justice. This kind of work needs to be honored.

**Respect:** Everyone matters. We must respect where people are in the moment, not where we hope they will be at some future point.

You can donate. Go to hourexchangeportland.org and click the Donate button.

### Join Us:

- [hourexchangeportland.org/join.htm](http://hourexchangeportland.org/join.htm)

### Contact:

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  Portland, ME 04101

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You can donate. Go to hourexchangeportland.org and click the Donate button.