

Utility Basics

A Desk Guide for Advocates and Attorneys



A Resource of the
Pennsylvania Utility Law Project
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Key Information

Regulated vs. Unregulated Utilities

Regulated utility companies are subject to the jurisdiction and oversight of the Pennsylvania Public Utility Commission (PUC). They are required to follow rules and regulations for billing, collections, and terminations and must offer assistance programs for low income households.

Unregulated utilities, such as municipal water and sewer authorities or rural electric cooperatives, may not be subject to the same regulations.

Electric and Natural Gas “Shopping” in Pennsylvania

In Pennsylvania, consumers can select an alternative supplier to provide their electricity or natural gas. This is referred to as “shopping.” A shopping customer still receives their bill from the utility company, who continues to provide utility distribution services. However, the commodity portion of their bill (the electric or natural gas that the customer consumes) is charged by the alternative supplier at the rate the customer agreed to pay the supplier.

Unfortunately, promised savings often don’t materialize over the long term. Variable rates, teaser rates, hidden fees, and other unexpected costs are often buried in the fine print of the contract. Importantly, if a customer is enrolled in an assistance program, purchasing energy from a competitive supplier may be prohibited or negatively impact their benefits.

Encourage clients to carefully examine the fine print in any offer. If it sounds too good to be true, it probably is. If the consumer is paying more than the utility company’s Price to Compare (which is listed on their monthly bill), they should contact their utility company to return to “default service” immediately. Default service is required to be provided by the utility company to all consumers at the least cost over time.

Filing a Complaint

How can my client dispute a utility company's action?

If your client has a dispute with a PUC-regulate utility company and the client is unsatisfied with utility company's resolution, your client can file a complaint with the PUC's Bureau of Consumer Services (BCS).

Informal Complaints

The informal complaint process allows consumers to easily challenge an action or decision of the utility company. Filing an informal complaint will temporarily stop termination while the complaint is investigated.

Before filing an informal complaint, a consumer must first contact the utility company to attempt to resolve the dispute. If the utility company does not adequately resolve the dispute, the consumer can call the PUC's informal complaint number:

PUC Informal Complaint Line: 1-800-692-7380

Informal complaints will be assigned to an investigator, who will look into the dispute and issue an informal decision. Discuss with your client what facts are relevant to their situation, and encourage the client to give the investigator as much information as possible on the initial call.

Consumers must continue to pay any undisputed portion of their bills while the complaint is investigated. Otherwise, a utility company may proceed with a termination while a complaint is pending based on the unpaid, undisputed bills.

Formal Complaints

If the consumer disagrees with the informal decision, they can file a formal complaint, which will go before an Administrative Law Judge. The informal complaint decision should contain information about how to file a formal complaint, including a form for the consumer to use.

For information about the PUC's informal and formal complaint process, visit: <https://www.puc.pa.gov/complaints>.

Setting Up Service

Will my client need to pay a security deposit?

Regulated utilities are not allowed to charge a security deposit if a customer is eligible for a Customer Assistance Program (CAP) and household income is at or below 150% of the federal poverty level. However, if a customer is above that income threshold, regulated utilities may require a customer to pay a security deposit. The maximum a utility company can charge is 1/6 (two months) of the estimated annual bill. Utilities must allow consumers to pay a deposit over three months.

What if my client cannot afford a security deposit?

Households that are confirmed to be eligible for a Customer Assistance Program (CAP) cannot be charged a security deposit. (See page 6, Customer Assistance Program). Generally, this means that customers with income at or below 150% of the federal poverty level cannot be charged a deposit. Proof of income may be required.

Does my client need to pay for prior debt to start service?

Utilities may only require payment of balances accrued within the last four years:

- If your client is on a mortgage, deed, or lease at an address where debt accrued - even if their name was not on the bill - they may be required to pay before starting service at a new address.
- If your client was an adult resident (over 18 years old) when utility debt accrued and plans to stay at the same address, they may be responsible for the debt even if they are not on the mortgage, deed, or lease.

Exceptions for Survivors of Domestic Violence

If your client has a Protection from Abuse (PFA) or other court order with evidence of domestic violence, they cannot be held responsible for debt accrued in the abuser's name or someone else's name, even if your client lived at the residence when the arrears were accrued. If the debt was in your client's name, they may still be entitled to additional payment arrangements with more flexible terms based on their individual facts and circumstances.

What if my client cannot afford to pay the prior debt?

Restoration Payment Arrangements

If your client cannot afford to pay their prior debt, they can request a payment arrangement from the utility company. If the utility company does not offer an affordable arrangement, they can request one from the Public Utility Commission (PUC). The PUC may issue an arrangement for up to two years. The PUC may not issue a restoration arrangement if the client has broken two or more arrangements in the past for the same balance, and cannot grant one for CAP arrears. (See above, Exceptions for Survivors of Domestic Violence).

Keeping Service Affordable

What if my client cannot afford their utility bill?

Utility-run and state-run assistance programs can be used in combination to lower monthly utility bills, provide debt forgiveness, offer grants, or reduce usage by installing energy efficiency measures. **For information about how to apply for programs in your area, visit the Resources section of this booklet.**

Customer Assistance Program (CAP)

All eligible households should be encouraged to enroll in CAP. Regulated electric and gas utilities must operate a CAP for customers with income at or below 150% of the federal poverty level. Participants receive a discounted monthly bill and can earn forgiveness on debt by keeping up with their discounted bill. Utilities may request social security numbers, however, they are not required. Several regulated water utilities operate some form of a bill discount program as well.

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federal program that is administered by DHS. It is generally available from November through April. LIHEAP provides grant assistance to low income households for heat-related utility service or deliverable fuels, such as oil, wood, coal, or propane. Eligible Pennsylvania residents may apply for benefits online using COMPASS or download a paper application, print it, fill it out, and return it to their local county assistance office.

There are three types of assistance offered through LIHEAP:

LIHEAP Cash Grant:

Renters and homeowners who are responsible for heating costs may apply for a LIHEAP Cash Grant every year.

LIHEAP Crisis Grant:

Renters and homeowners at risk of termination or have 15 days or less of a deliverable fuel may receive a LIHEAP Crisis Grant. To be awarded, the grant must resolve the crisis (stop termination, reconnect service, or allow for fuel delivery), either alone or together with other payments.

LIHEAP Furnace Repair / Replacement:

Renters and homeowners can get help to repair a broken furnace or address other equipment-related heating emergencies.

What if my client is not eligible for CAP or LIHEAP?

Hardship Fund Programs

Hardship Fund programs offer grant assistance to utility customers and are available to those with slightly higher household income (typically up to 200% of the federal poverty level) that are experiencing a temporary hardship.

Grants are typically awarded in amounts up to \$500. Like the LIHEAP Crisis Grant, a Hardship Fund grant will only be awarded if the grant (alone or together with other grants or customer payments) is sufficient to resolve the customer's debt.

Is there help for a client with unusually high bills?

If your client has unusually high utility bills as a result of poor insulation, old appliances, or inoperable furnace, they may be able to access free energy efficiency and weatherization measures to reduce their usage, lower their electric bill, and make their home more comfortable. Note that shopping for electricity or natural gas may also result in unusually high bills. (See page 3, Electric and Natural Gas "Shopping" in Pennsylvania).

Low-Income Usage Reduction Program (LIURP)

LIURP helps homeowners and renters with high usage to reduce their monthly bill by installing energy efficiency and weatherization measures, such as efficient lighting, insulation, weather stripping, appliance replacement, or heating system repair.

LIURP is offered to customers of regulated electric and natural gas companies. It is typically available to high usage customers with income that is at or below 200% of the federal poverty level, who have lived in their home for at least 9 or 12 months. Renters must have landlord approval before receiving LIURP services. Some CAP programs have certain LIURP participation requirements as well.

Weatherization Assistance Program (WAP)

WAP is a federal program that provides weatherization services to low income households to reduce energy usage. WAP is available to all low income households with income that is at or below 200% of the federal poverty level, even if they do not have service from a regulated utility company.

Preventing Termination

Will my client receive notice before being shut off?

A public utility company must provide written notice at least 10 days in advance. This notice is good for up to 60 days. Within 72 hours prior to termination, the utility company must attempt to contact the consumer by phone, in-person, or electronically through email or text (with consent). If your client has a PFA or other court order, they are entitled to be provided with additional notice from the utility company prior to termination, such as attempted “personal contact” immediately preceding termination. If the utility company is not able to make personal contact, notice is posted at the property and termination is delayed for 48 hours.

How can my client catch up on past due bills?

Enrolling in a Customer Assistance Program (CAP) can prevent a termination without requiring the customer to pay their past due bills. Enrolling in CAP will freeze prior debt and allow the participant to earn debt forgiveness by keeping up with a discounted bill. (See page 6, Customer Assistance Program)

What if my client was already enrolled in CAP?

If your client was enrolled in CAP already but fell behind on their CAP payments, they should be able to pay only their missed CAP payments to prevent termination of service and re-enroll in CAP (even if the termination notice says they owe more). A LIHEAP Cash or Crisis grant or Hardship grant may be available to help them catch up with their missed CAP payments to re-enroll in the program and avoid termination. (See page 6, Customer Assistance Program)

What if my client is not eligible for CAP?

Payment Arrangements for Current Customers

Customers facing termination for unpaid bills can request a payment arrangement from the utility company. If the utility company does not offer an affordable arrangement, they can request one from the Public Utility Commission (PUC). The PUC can issue a payment arrangement for up to five years, depending on the household’s income. The PUC can only issue one payment arrangement, unless a domestic violence exception or other significant extenuating circumstances apply. (See page 9, Are there exceptions for survivors of domestic violence?)

Also, the PUC cannot issue a payment arrangement for missed CAP payments. (See above, What if my client was already enrolled in CAP?)

What if it is winter?

Regulated electric and gas utilities may not terminate service to a household with income at or below 250% of the federal poverty line between December 1 and March 31. This protection is known as the winter moratorium. Regulated water companies must also comply with the winter moratorium if water is necessary to run a customer's heating system.

What if someone in the household has a medical condition?

A medical certificate is a signed written document from a physician, physician assistant, or nurse practitioner attesting that a member of the household is seriously ill or has a condition that will be worsened if they do not have utility service. This can prevent termination of service for 30 days and can be renewed for additional 30-day periods. However, the customer still has the responsibility to pay their current bills or budget billing amount during the postponement and any renewal thereof. If the customer does not pay their current charges while protected by a medical certificate, the utility company is not required to renew their medical certificate beyond 90 days.

If your client or a member of their household has a medical condition or serious illness and is facing termination, your client should contact their utility company immediately. This will stop termination for three days to allow them to obtain a certificate. The medical certificate must contain the following information:

1. Name and address of utility customer;
2. Name and address of person with condition and relationship to customer;
3. Anticipated length of medical condition or illness;
4. Name, office address, telephone number, signature (may be electronic), and license number of the certifying physician, physician assistant, or nurse practitioner.

Are there exceptions for survivors of domestic violence?

If your client has a Protection from Abuse (PFA) or other court order issued by a Court of Competent Jurisdiction in PA, which provides clear evidence of domestic violence against your client, they have certain protections, regardless of their income. Your client cannot be held responsible for debt accrued in the abuser's name or someone else's name, even if they lived at the residence when the arrears were accrued. Your client should call the utility company to put the PFA or other court order on file, and set up a new account in their own name. The utility company cannot transfer the other person's debt to their new account. If the debt was already in your client's name, and they have a PFA or other court order, they are entitled to be provided with additional notice from the utility prior to termination and longer payment arrangements. (See page 8, Payment Arrangements for Current Customers)

Resources

The information below provides basic eligibility, benefits, and contact information for utility assistance programs. For more information, see pages 5-6. For specific questions about program rules, contact PULP.

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First Energy (Met-Ed, Penelec, Penn Power, West Penn Power)	16
National Fuel Gas (NFG)	18
Pennsylvania American Water	20
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UGI Electric / Gas	33

Aqua Pennsylvania Water

Customer Assistance Program (Helping Hand)

Eligibility:*

- Income at or below 200% FPL**
- Bill is more than 21 days late
- At least \$110 in bill debt

Benefits:

- Receive a monthly credit to your account
- No reconnection fee
- Can receive a water conservation kit, leak detection tablets and tips on detecting and fixing leaks, a low-flow shower head, and /or faucet aerators
- \$25 of debt forgiven for each on time, in full payment made towards your water bill
- Access to a hardship fund for customers suffering a "unique" or "severe" hardship.

Apply:

- 877-987-2782

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	200% FPL (2023)
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280

Programa de Asistencia al Cliente (Helping Hand)

Elegibilidad:*

- Sus ingresos en o por debajo del 200% FPL**
- Su factura tiene más de 21 días de retraso
- Tiene al menos \$110 en deuda de facturas

Beneficios:

- Recibe un crédito mensual en la cuenta
- Ninguna tarifa de reconexión
- Puede recibir un kit de conservación de agua, tabletas de detección de fugas y consejos para detectar y reparar fugas, un cabezal de ducha de bajo flujo y / o aireadores de grifo
- Se le perdonan \$ 25 de deuda por cada pago completo a tiempo que realiza para su factura de agua.
- Acceso a un fondo de dificultades para los clientes que sufren dificultades "únicas" o "graves"

Solicitar:

- 877-987-2782

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	200% FPL (2023)
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280



***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.**

***Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.**

Columbia Gas

Customer Assistance Program

Eligibility:*

- Income at or below 150% FPL**
- Heating customer
- Payment troubled

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-800-537-7431 for referral to local CAP agency

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 200% FPL**
- Minimum debt balance
- Demonstrated sincere effort towards making payments
- Must have exhausted all other available energy assistance resources first
- Exceptions to eligibility criteria may be granted under special circumstances

Benefits:

- Up to \$500 grant

Apply:

- 1-800-537-7431 for referral to local agency



Low Income Usage Reduction Program (Warmwise)

Eligibility:*

- Income at or below 150% FPL**
- Heating customer
- High usage (average winter usage over 170 Therms/mo.)
- Property owner permission (for renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-537-7431
- <https://www.columbiagaspa.com/ways-to-save>

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Columbia Gas

Programa de Asistencia al Cliente

Elegibilidad:*

- Ingresos iguales o inferiores al 150% del FPL**
- Cliente de calefacción
- Pago con problemas

Beneficios:

- Descuento en la factura
- Perdón de la deuda durante 36 meses

Solicitar:

- 1-800-537-7431 para referencia a la agencia local de CAP

Programa de Fondo por Dificultades (Dollar Energy Fund)

Elegibilidad:*

- Ingresos iguales o bajo el 200% del FPL**
- Saldo mínimo de la deuda
- Demostrado esfuerzo de pago sincero
- Debe haber agotado antes todos los demás recursos de asistencia energética disponibles
- Las excepciones a los criterios de elegibilidad pueden concederse en circunstancias especiales

Beneficios:

- Ayuda de hasta \$500

Solicitar:

- 1-800-537-7431 para remisión a una agencia local



Programa de Reducción de Uso para Clientes de Bajos Ingresos (Warmwise)

Elegibilidad:*

- Ingresos iguales o debajo del 150% del FPL**
- Cliente de calefacción
- Alto uso (uso promedio en invierno superior a 170 Therms / mes)
- Permiso del propietario de la propiedad (para inquilinos)

Beneficios:

- Medidas de auditoría, educación y conservación de energía (incluidas posibles actualizaciones de calefacción o calderas)

Solicitar:

- 1-800-537-7431
- <https://www.columbiagaspa.com/ways-to-save>

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280

*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios públicos para obtener más información

Duquesne Light

Customer Assistance Program

Eligibility:*

- Income at or below 150% FPL**

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-888-393-7600 for referral to local CAP agency

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 300% FPL**
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to a \$1,000 grant, two times per year
- Additional funds may be available if electric service is your primary source of heat.

Apply:

- 1-800-683-7036 (Dollar Energy Fund) or 1-888-393-7600 (Duquesne Light)

Low Income Usage Reduction Program (Smart Comfort)

Eligibility:*

- Income at or below 150% FPL**
 - Some additional households may be eligible - contact company for more details.
- High usage (500 kWh and higher monthly)
- Electric service at residence for past 6 months (unless home or electric heating customer)
- Landlord permission (if renter)

Benefits:

- Energy audit, education, and conservation measures

Apply:

- 1-866-282-3147

What does "FPL" mean?*

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)	300% FPL (2023)
1	\$21,870	\$29,160	\$40,770
2	\$29,580	\$39,440	\$54,930
3	\$37,290	\$49,720	\$69,090
4	\$45,000	\$60,000	\$83,250
5	\$52,710	\$70,280	\$97,410



*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Duquesne Light

Programa de Asistencia al Cliente

Elegibilidad:*

- Ingresos iguales o por debajo de 150% del FPL**

Beneficios:

- Descuento en la factura
- Perdón de la deuda durante 36 meses

Solicitar:

- 1-888-393-7600 para referencia a la agencia local de CAP

Programa de Fondos para Situaciones Difíciles (Dollar Energy Fund)

Elegibilidad:*

- Ingresos iguales o inferiores al 300% del FPL**
- Servicio eléctrico apagado o frente a terminación
- Saldo mínimo de deuda
- Demostrado Esfuerzo de pago sincero
- La ayuda debe prevenir una crisis (restaurar el servicio / evitar la terminación), ya sea sola o con otros pagos / ayuda

Beneficios:

- Ayuda de hasta \$1000

Solicitar:

- 1-800-683-7036 (Dollar Energy Fund) o 1-888-393-7600 (Duquesne Light)

Programa de Reducción de Uso para Clientes de Bajos Ingresos (Smart Comfort)

Elegibilidad:*

- Ingresos iguales o por debajo del 150% del FPL**
 - Algunas excepciones: contactar para obtener más detalles
- Alto uso (500 kWh y más mensualmente)
- Servicio eléctrico en la residencia durante los últimos 6 meses (a menos que sea cliente de calefacción doméstica o eléctrica)
- Permiso del propietario (si es inquilino)

Beneficios:

- Medidas de auditoría, educación y conservación de energía

Solicitar:

- 1-866-282-3147

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

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5	\$52,710	\$70,280	\$97,410



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios públicos para obtener más información

First Energy

Met-Ed, Penelec, Penn Power, West Penn

Customer Assistance Program (PCAP)

Eligibility:*

- Income at or below 150% FPL**
- Must agree to apply for WARM program and LIHEAP
- Annual verification of household members and income

Benefits:

- Monthly bill discount
- Debt forgiveness over 36 months

Apply:

- 1-888-282-6816

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 250% FPL**
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-888-282-6816

Low Income Usage Reduction Program (WARM)

Eligibility:*

- Income at or below 200% FPL**
- High usage (6,500 kWh and higher yearly)
- 6 months of consecutive service and proof of ownership (or landlord approval)

Benefits:

- Energy audit, education, and conservation measures

Apply:

- Met-Ed: 1-800-545-7741
- Penelec, Penn Power: 1-800-207-9276
- West Penn: 1-888-406-8074

What does "FPL" mean?*

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3	\$37,290	\$49,720	\$62,150
4	\$45,000	\$60,000	\$75,000
5	\$52,710	\$70,280	\$87,850



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First Energy

Met-Ed, Penelec, Penn Power, West Penn

Programa de Asistencia al Cliente (PCAP)

Elegibilidad:*

- Estar en o por debajo del 150% del FPL**
- Debe aceptar solicitar el programa WARM y LIHEAP
- Verificación anual de los miembros del hogar y los ingresos

Beneficios:

- Descuento en la factura
- Perdón de la deuda durante 36 meses
- Si la factura es menos del 3% de los ingresos (clientes sin calefacción) o del 9% (clientes con calefacción eléctrica), sólo califica para el perdón de la deuda de PCAP

Solicitar:

- 1-888-282-6816

Programa de Fondos para Dificultad (Dollar Energy Fund)

Elegibilidad:*

- Ingresos iguales o inferiores al 250% del FPL**
- Servicio eléctrico apagado o afrontando terminación
- Saldo mínimo de deuda
- Ha demostrado sincere esfuerzo de pago
- El subsidio debe prevenir una crisis (restaurar el servicio / evitar la terminación del servicio), ya sea sola o con otros pagos / subsidios

Beneficios:

- Ayuda de hasta \$500

Solicitar:

- 1-888-282-6816

Programa de Reducción de Uso para Clientes de Bajos Ingresos (WARM)

Elegibilidad:*

- Ingresos iguales o inferiores al 200% del FPL**
- Alto uso (6500 kWh y más al año)
- 6 meses de servicio consecutivo y prueba de propiedad (o aprobación del propietario)

Beneficios:

- Medidas de auditoría, educación y conservación de energía

Solicitar:

- Met-Ed: 1-800-545-7741
- Penelec, Penn Power: 1-800-207-9276
- West Penn: 1-888-406-8074

¿Qué significa "FPL"?**

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5	\$52,710	\$70,280	\$87,850



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios públicos para obtener más información.

National Fuel Gas

Customer Assistance Program (LIRA)

Eligibility:*

- Income at or below 150% FPL**
- Heating customer

Benefits:

- Bill discount
- Debt forgiveness over 24 months

Apply:

- 1-800-365-3234

Hardship Fund Program (Neighbor for Neighbor Heat Fund)

Eligibility:*

- Income at or below 200% FPL**
- Resident in NFG's service territory
- Made at least three payments towards heating bills within 12 month period
- At or below 150% FPL and applied for LIHEAP or other govt assistance programs if available; **or** a household member has one of following statuses: a) 55 years or older; b) disability; c) receiving unemployment; d) loss of income within past 30 days; e) veteran; or f) medical emergency

Benefits:

- Up to \$400 grant

Apply:

- 1-800-365-3234



Low Income Usage Reduction Program

Eligibility:*

- Income at or below 150% FPL**
- High usage (annual consumption greater than 130 MCF) or in need of furnace or water heater repair / replacement
- Residency in service area for at least one year with 12 months of continuous service

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-365-3234

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

National Fuel Gas

Programa de Asistencia al Cliente (LIRA)

Elegibilidad:*

- Ingresos iguales o por debajo del 150% del FPL**
- Cliente de calefacción

Beneficios:

- Descuento en la factura
- Perdón de la deuda durante 24 meses

Solicitar:

- 1-800-365-3234

Programa de Fondos para Situaciones Difíciles (Neighbor for Neighbor Heat Fund)

Elegibilidad:*

- Ingresos iguales o inferiores al 200% del FPL**
- Realizó al menos tres pagos para las facturas de calefacción dentro de un período de 12 meses
- En o por debajo del 150% de FPL y solicitó LIHEAP u otros programas de asistencia del gobierno si están disponibles; **o** un miembro del hogar tiene uno de los siguientes estados: a) 55 años o más; b) discapacidad; c) recibir desempleo; d) pérdida de ingresos en los últimos 30 días; e) veterano; o f) emergencia médica

Beneficios:

- Ayuda de hasta \$400

Solicitar:

- 1-800-365-3234

Programa de Reducción de Uso para Clientes de Bajos Ingresos

Elegibilidad:*

- Ingresos iguales o inferiores al 150% del FPL**
- Uso elevado (consumo anual superior a 130 MCF) o necesidad de reparación / reemplazo del calefactor o del calentador de agua
- Residencia en área de servicio por al menos un año con 12 meses de servicio continuo

Beneficios:

- Medidas de auditoría, educación y conservación de energía (incluidas posibles actualizaciones de hornos o calderas)

Solicitar:

- 1-800-365-3234

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas Viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios públicos para obtener más información

Pennsylvania American Water

Customer Assistance Program (H2O Program)

Eligibility:*

- Your income is at or below 150% FPL**

Benefits:

- Up to \$500 grant
- 85% service charge discount and 10% discount on monthly volumetric charges (approx. \$19 / month)

Apply:

- 888-282-6816 (Dollar Energy Fund – ask for discount program)

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Your income is at or below 200% FPL**
- You have given sincere payment effort

Benefits:

- Up to \$500 grant

Apply:

- 888-282-6816

Wastewater Assistance Program

Eligibility:*

- Your income is at or below 150% FPL**
- You have given sincere payment effort

Benefits:

- Up to \$500 grant
- 30% discount on your total wastewater bill (approx. \$20 / month)

Apply:

- 888-282-6816

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Pennsylvania American Water

Programa de Asistencia al Cliente (H2O Program)

Elegibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL**

Beneficios:

- Hasta \$500 de subvención
- 85% de descuento en el cargo por servicio y 10% de descuento en cargos volumétricos mensuales (aproximadamente \$ 19 / mes)

Solicitar:

- 888-282-6816 (Dollar Energy Fund – pregunte por el programa de descuento)

Programa del Fondo de Dificultades (Dollar Energy Fund)

Elegibilidad:*

- Ingresos son iguales o inferiores al 200% del FPL**
- Demostrado esfuerzo de pago sincero

Beneficios:

- Hasta \$500 de subvención

Solicitar:

- 888-282-6816

Asistencia para el Servicio de Aguas Residuales

Elegibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL**
- Demostrado Esfuerzo de pago sincero

Beneficios:

- Hasta \$500 de subvención
- 30% de descuento sobre el total de las tarifas de aguas residuales (aproximadamente \$ 20 / mes)

Solicitar:

- 888-282-6816

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

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3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



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PECO Electric / Gas

Customer Assistance Program (CAP)

Eligibility:*

- Your income is at or below 150% FPL**

Benefits:

- You receive a bill credit based on your percentage of income and energy usage
- Your debt is frozen and forgiven over 12 months of consistent payments

Apply:

- 1-800-774-7040
- <https://secure.peco.com/CapAssistance/CAPRateApplication>

Hardship Fund Program (Matching Energy Assistance Fund)

Eligibility:*

- Your income is at or below 200% FPL**
- You have a temporary financial hardship

Benefits:

- Up to \$500 grant

Apply:

- 1-800-774-7040
- <https://www.peco.com/MyAccount/CustomerSupport/Pages/MEAF OV.aspx>

Help with Energy Conservation (LIURP)

Eligibility:*

- Your income is at or below 200% FPL**
- High energy usage (see website)

Benefits:

- Energy audit, education, and energy saving measures

Apply:

- 1-800-675-0222
- <https://www.peco.com/MyAccount/CustomerSupport/Pages/LIURP.aspx>

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

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1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

PECO Electric / Gas

Programa de Asistencia al Cliente (CAP)

Elegibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL**

Beneficios:

- Recibe un crédito de facturación basado en su porcentaje de ingresos y consumo de energía
- Su deuda está congelada y perdonada durante 12 meses de pagos consistentes

Solicitar:

- 1-800-774-7040
- <https://secure.peco.com/CapAssistance/CAPRateApplication>

Programa del Fondo de Dificultades (Matching Energy Assistance Fund)

Elegibilidad:*

- Ingresos son iguales o menos al 200% del FPL**
- Tiene una dificultad financiera temporal

Beneficios:

- Hasta \$500 de subvención

Solicitar:

- 1-800-774-7040
- <https://www.peco.com/MyAccount/Customersupport/Pages/MEAF OV.aspx>

Ayuda con la Conservación de Energía (LIURP)

Elegibilidad:*

- Ingresos son iguales o inferiores al 200% del FPL**
- Alto uso (ver sitio web)

Beneficios:

- Auditoría energética, educación y medidas de conservación de energía

Solicitar:

- 1-800-675-0222
- <https://www.peco.com/MyAccount/Customersupport/Pages/LIURP.aspx>

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)
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3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



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Peoples Gas

Customer Assistance Program

Eligibility:*

- At or below 150% FPL**
- Heating customer

Benefits:

- Bill based on percentage of income or average bill
- Debt forgiveness over 36 months

Apply:

- 1-800-400-WARM (9276)

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 200% FPL**
- Gas service off or facing termination
- Demonstrated sincere payment effort
- Minimum debt balance
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-400-WARM (9276)

Low Income Usage Reduction Program (WARM)

Eligibility:*

- Income at or below 150% FPL**
- High usage (annual consumption greater than 120 Mcf)
- Residential heating customer who has not moved or had gas service terminated within the last year
- Landlord permission (renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-400-WARM (9276)

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.**

Peoples Gas

Programa de Asistencia al Cliente

Elegibilidad:*

- Estar en o por debajo del 150% del FPL**
- Cliente de calefacción

Beneficios:

- Factura basada en porcentaje de ingresos o el promedio de las facturas
- Perdón de la deuda por 36 meses

Solicitar:

- 1-800-400-WARM (9276)

Programa de Fondo por Dificultad (Dollar Energy Fund)

Elegibilidad:*

- Ingresos iguales o inferiores al 200% del FPL**
- Servicio de gas apagado o al frenando terminación
- Demostrado un esfuerzo sincero de pagar
- Saldo mínimo de deuda
- El subsidio debe prevenir una crisis (restaurar el servicio / evitar la terminación), ya sea sola o con otros pagos / subsidios

Beneficios:

- Ayuda de hasta \$500

Solicitar:

- 1-800-400-WARM (9276)

Programa de Reducción de Uso para Clientes de Bajos Ingresos (WARM)

Elegibilidad:*

- Ingresos iguales o inferiores al 150% del FPL**
- Alto uso (consumo anual superior a 120 Mcf)
- Cliente de calefacción residencial que no se ha mudado o ha cancelado el servicio de gas durante el último año
- Permiso del propietario (si son inquilinos)

Beneficios:

- Medidas de auditoría, educación y conservación de energía (incluidas posibles actualizaciones de calefacción o calderas)

Solicitar:

- 1-800-400-WARM (9276)

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.

Philadelphia Gas Works

Customer Responsibility Program (CRP)

Eligibility:*

- At or below 150% FPL**

Benefits:

- Bill based on lower of percentage of income or average bill
- Debt forgiveness over 36 months

Apply:

- 1-215-235-1000
- <https://www.pgworks.com/customer-care/crp>

Hardship Fund Program (Utility Emergency Services Fund)

Eligibility:*

- At or below 175% FPL**
- Gas service off or facing termination
- Grant must reduce total debt to zero
- If balance exceeds \$1500, customer must pay the difference
- Customers must not have received assistance from UESF in the past 24 months

Benefits:

- Up to \$1,500 grant

Apply:

- UESF Intake Sites at Neighborhood Energy Centers throughout Philadelphia
- <https://www.pgworks.com/uploads/media/UESF-Intake-Sites.pdf>



Low Income Usage Reduction Program (Home Comfort)

Eligibility:*

- At or below 150% FPL**
- High usage (within top 50% of all eligible customers)
- Gas service at residence for past 12 months
- Have not received LIURP services over previous 7 years
- Landlord approval (if renting)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- PGW selects customers for inclusion in Home Comfort

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	175% FPL (2023)
1	\$21,870	\$25,515
2	\$29,580	\$34,510
3	\$37,290	\$43,505
4	\$45,000	\$52,500
5	\$52,710	\$61,495

If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Philadelphia Gas Works

Programa de Responsabilidad del Cliente (CRP)

Elegibilidad:*

- En o por debajo del 150% FPL**

Beneficios:

- Factura basada en un porcentaje más bajo de ingresos o factura promedio
- Condonación de deudas durante 36 meses

Solicitar:

- 1-215-235-1000
- <https://www.pgworks.com/customer-care/crp>

Programa del Fondo de Dificultades (Utility Emergency Services Fund)

Elegibilidad:*

- En o por debajo del 175% FPL**
- Servicio de gas fuera o enfrentando la terminación
- La subvención debe reducir la deuda total a cero
- Si el saldo excede los \$1500, el cliente debe pagar la diferencia
- Los clientes no deben haber recibido asistencia de UESF en los últimos 24 meses

Beneficios:

- Subvención de hasta \$1,500

Solicitar:

- Sitios de admisión de UESF en centros de energía del vecindario en todo Filadelfia
- <https://www.pgworks.com/uploads/media/UESF-Intake-Sites.pdf>

Programa de Reducción de Uso para Clientes de Bajos Ingresos (Home Comfort)

Elegibilidad:*

- En o por debajo de 150% FPL**
- Alto uso (dentro del 50% de todos los clientes elegibles)
- Servicio de gas en la residencia durante los últimos 12 meses
- No ha recibido los servicios de LIURP en los últimos 7 años
- Aprobación del propietario (si alquila)

Beneficios:

- Auditoría energética, educación y medidas de conservación (incluidas posibles actualizaciones de hornos o calderas)

Solicitar:

- PGW selecciona clientes para su inclusión en Home Comfort

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	175% FPL (2023)
1	\$21,870	\$25,515
2	\$29,580	\$34,510
3	\$37,290	\$43,505
4	\$45,000	\$52,500
5	\$52,710	\$61,495



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.

Philadelphia Water Department

Tiered Assistance Program (TAP)

Eligibility:*

- Income at or below 150% FPL, senior citizens, or experiencing a “special hardship” in the past 12 months
 - Special hardship includes job loss, serious illness, death of primary earner, domestic violence, additional dependents

Benefits:

- Discount based on income level

Apply:

- 1-215-685-6300
- <https://water.phila.gov/cap/>

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The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710

Programa de Asistencia por Niveles (TAP)

Elegibilidad:*

- En o por debajo del 150% de FPL, la persona mayor, o experimentando una "dificultad especial" en los últimos 12 meses
 - Las dificultades especiales incluyen pérdida de empleo, enfermedad grave, muerte del asalariado primario, violencia doméstica, dependientes adicionales

Beneficios:

- Descuento basado en el nivel de ingresos

Solicitar:

- 1-215-685-6300
- <https://water.phila.gov/cap/>

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710



***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.**

***Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.**

Pittsburgh Water & Sewer Authority

Bill Discount Program

Eligibility:*

- Income at or below 150% FPL**

Benefits:

- Bill discount
- Debt forgiveness over time with consistent payment

Apply:

- 412-255-2457
- cares@pgh2o.com

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 150% FPL**
- Minimum debt balance
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$300 grant

Apply:

- 800-342-5775

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710



Programa de Descuento de Facturas

Elegibilidad:*

- Ingresos iguales o inferiores al 150% del FPL**

Beneficios:

- Descuento en la factura
- Condonación de deudas a lo largo del tiempo con pagos consistentes

Solicitar:

- 412-255-2457
- cares@pgh2o.com

Programa de Fondos para Situaciones Difíciles (Dollar Energy Fund)

Elegibilidad:*

- Ingresos iguales o por abajo del 150% del FPL**
- Saldo mínimo de deuda
- La ayuda debe prevenir una crisis (restaurar el servicio / evitar la terminación), ya sea sola o con otros pagos / subvenciones

Beneficios:

- Ayuda de hasta \$300

Solicitar:

- 800-342-5775

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710

***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.**

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PPL Electric

Customer Assistance Program (PPL OnTrack)

Eligibility:*

- Your income is at or below 150% FPL**
- If your monthly income is less than your rent / mortgage, you will qualify for a temporary 9 month program (Track Lifestyle)

Benefits:

- You receive a reduced, fixed monthly bill
- Your debt is forgiven over 18 months of consistent payments

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/ways-to-save/assistance-programs>

Hardship Fund (Operation Help)

Eligibility:*

- Your income is at or below 200% FPL**
- You have a temporary financial hardship

Benefits:

- The grant can be used for any heating source - oil, gas, wood, propane, etc.

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/Ways-to-Save/Assistance-Programs/Operation-HELP>



Help with Saving Energy (PPL WRAP / LIURP)

Eligibility:*

- Your income is at or below 150% FPL (some exceptions made up to 200%)**
- You have had PPL Electric service at your current residence for at least 9 months
- You receive landlord approval (if you are a renter)

Benefits:

- You receive an energy audit, education, and conservation measures

Apply:

- 1-888-232-6302
- <https://www.pplelectric.com/my-account/payments/need-help-paying-your-bill/winter-relief-assistance-program>

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1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

PPL Electric

Programa de Asistencia al Cliente (PPL OnTrack)

Eligibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL**
- Si los ingresos son menos que el alquiler, tenga derecho al programa de 9 meses temporal (Track Lifestyle)

Beneficios:

- Una factura mensual más baja y fija
- Su deuda es congelada y perdonada durante 18 meses de pagos consistentes

Solicitar:

- <https://es.pplelectric.com/my-account/payments/need-help-paying-your-bill/ontrack-payment-plan>

Programa del Fondo de Dificultades (Operation Help)

Eligibilidad:*

- Ingresos son iguales o inferiores al 250% del FPL**
- Tiene una dificultad financiera temporal

Beneficios:

- Hasta \$500 de subvención
- La subvención se puede utilizar para cualquier fuente de calor: petróleo, gas, madera, propano, etc.

Solicitar:

- 1-800-342-5775
- <https://bit.ly/3DBnjrE>



Ayuda con la Conservación de Energía (PPL WRAP / LIURP)

Eligibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL (se aplican excepciones hasta el 200%)**
- Servicio en la residencia actual durante al menos 9 meses
- Aprobación del propietario (si es inquilino)

Beneficios:

- Auditoría energética, educación, y medidas de conservación de la energía

Solicitar:

- 1-888-232-6302
- https://es.pplelectric.com/site/Ways-to-Save/Assistance-Programs/WRAP?_ga=2.177269349.1383775944.1637356361-1954812517.1633356916

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)
1	\$21,870	\$29,160
2	\$29,580	\$39,440
3	\$37,290	\$49,720
4	\$45,000	\$60,000
5	\$52,710	\$70,280

*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.

Veolia Water

Hardship Fund Program (Veolia Cares)

Eligibility:*

- You are a Suez customer and your bill is in your name.**
- Experiencing a financial crisis, such as a job loss or illness
- Made a good faith payment of at least \$20 on your bill within 90 days of applying

Benefits:

- Up to \$150 grant

Apply:

- 1-888-942-8080
- veoliacares@njshares.org
- <https://njshares.org/veolia-cares/>

****Acceptable exceptions to the bill being in the applicant's name:**

- The bill is in the spouse's name and the spouse still resides in the home or is deceased
- The applicant is elderly or disabled and a volunteer, family member, or social worker who has a letter of authorization, is applying on their behalf

****What does "FPL" mean?**

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710



Programa del Fondo de Dificultades (Veolia Cares)

Elegibilidad:*

- Eres cliente de Suez y su factura está a su nombre**
- Está experimentando una crisis financiera, como la pérdida de un empleo o una enfermedad
- Ha hecho un pago de buena fe de por lo menos \$20 en su factura dentro de 90 días de aplicar
- El saldo de su cuenta está vencido

Beneficios:

- Hasta \$150 de subvención

Solicitar:

- 1-888-942-8080
- veoliacares@njshares.org
- <https://njshares.org/veolia-cares/>

****Excepciones aceptables cuando la factura no está a nombre del solicitante:**

- La factura está a nombre del cónyuge y el cónyuge todavía reside en el hogar o ha fallecido
- El solicitante es anciano o discapacitado y un voluntario, miembro de la familia, o trabajador social que tiene una carta de autorización, está solicitando en su nombre

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)
1	\$21,870
2	\$29,580
3	\$37,290
4	\$45,000
5	\$52,710

***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.**

***Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.**

UGI Electric / Gas

Customer Assistance Program (CAP)

Eligibility:*

- Your income is at or below 150% FPL.**

Benefits:

- You receive a personalized monthly payment based on your income and average electric bill.
- Your debt is forgiven over 36 months of consistent payments.

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Low Income Usage Reduction Program (LIURP)

Eligibility:*

- Your income is at or below 150% FPL (some exceptions made up to 200%)**
- You have gas or electric heating
- You have above average energy consumption
- You have had UGI electric or gas service at your current residence for at least 12 months
- You receive landlord approval (if you are a renter)

Benefits:

- You receive an energy audit, education, and conservation measures

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/liurp/application/>

Hardship Fund (Operation Share)

Eligibility:*

- Your income is at or below 200% FPL (for electric) or 250% FPL (for gas).**
- You have a temporary financial hardship and inability to pay.
- The grant amount must fix your utility crisis by restoring or preventing electric service shutoff.

Benefits:

- Up to a \$400 grant (for electric).
- Up to \$600 grant (for gas).

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/operation-share/>

**What does "FPL" mean?

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2023)	200% FPL (2023)	250% FPL (2023)
1	\$21,870	\$29,160	\$36,450
2	\$29,580	\$39,440	\$49,300
3	\$37,290	\$49,720	\$62,150
4	\$45,000	\$60,000	\$75,000
5	\$52,710	\$70,280	\$87,850



*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

UGI Electric / Gas

Programa de Asistencia al Cliente (CAP)

Eligibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL**

Beneficios:

- Tendrás un pago mensual personalizado basado en tus ingresos y factura promedio
- Su deuda es congelada y perdonada durante 36 meses de pagos consistentes

Solicitar:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Programa de Reducción del Uso de Bajos Ingresos (LIURP)

Eligibilidad:*

- Ingresos son iguales o inferiores al 150% del FPL (se aplican excepciones hasta el 200%)**
- Calefacción de gas o electricidad
- El consumo de energía más que la media
- Servicio en la residencia actual durante al menos 12 meses
- Aprobación del propietario (si es inquilino)

Beneficios:

- Auditoría energética, educación, y medidas de conservación de la energía

Solicitar:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/liurp/application/>

Programa del Fondo de Dificultades (Operation Share)

Eligibilidad:*

- Ingresos son iguales o inferiores al 200% FPL (para electricidad) o al 250% FPL (para gas).**
- Tendrás una dificultad financiera temporal
- La subvención debe solucionar su crisis por restaurando o evitando el corte del servicio

Beneficios:

- Hasta \$600 de subvención (para gas)
- Hasta \$400 de subvención (para electricidad)

Solicitar:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/operation-share/>

¿Qué significa "FPL"?**

El Nivel Federal de Pobreza (FPL) es una forma de utilizar su ingreso anual para determinar si es elegible o no para ciertos programas.

Numero de Personas viviendo en el Hogar	150% FPL (2023)	200% FPL (2023)	250% FPL (2023)
1	\$21,870	\$29,160	\$36,450
2	\$29,580	\$39,440	\$49,300
3	\$37,290	\$49,720	\$62,150
4	\$45,000	\$60,000	\$75,000
5	\$52,710	\$70,280	\$87,850



*Si no cumple con las guías de elegibilidad para cualquiera de estos programas, aún puede calificar para otra asistencia. Comuníquese con su compañía de servicios para obtener más información.

Legal References

Statutes

The information below provides basic eligibility, benefits, and contact information for utility assistance programs. For more information, see pages 5-6. For specific questions about program rules, contact PULP.

Responsible Utility Customer Protection Act

Title 66, Chapter 14 (66 Pa. C.S. §§ 1401-1419)

Chapter 14 of the Pennsylvania Consolidated Statutes applies to billing, collections, and terminations of residential utility accounts for regulated public utilities, including electric, natural gas, water, and wastewater.

Key Provisions:

- § 1403: Definitions of Customer and Applicant
 - A consumer remains a “customer” for 30 days after termination.
- § 1404(a.1): Security Deposit Prohibition for Low Income Customers
- § 1405: Payment Arrangements, Current Customers
- § 1406: Termination: Notice, Grounds, and Winter / Medical Protections
- § 1407: Payment Arrangements to Restore Service
- § 1417: Exemption for Victims of Domestic Violence with PFA / Other Order
 - See below, 52 Pa. Code Ch. 56, Subchapters L-V

Discontinuance of Service to Leased Premises Act (DSLPA)

Title 66, Chapter 15, Subchapter B (66 Pa. C.S. §§ 1521-1533)

DSLPA covers the protections available to tenants, including the prohibition on foreign load and the termination protections that apply when a landlord stops paying the bill or requests a discontinuance of service without the tenant’s consent. This Act only applies to regulated public utilities, including electric, natural gas, water, and wastewater.

Key Provisions:

- §§ 1523, 1526: Notice to Tenants of Landlord Termination
- § 1523(b): Voluntary Relinquishment of Service by Landlord
- § 1527: Right of Tenant to Continued Service After Landlord Nonpayment
- § 1529: Right of Tenant to Recover Payments (Deduct from Rent)
- § 1529.1: Foreign Load
- § 1531: Retaliation of Landlord Prohibited

Utility Service Tenants Rights Act (USTRA)

Title 68, Chapter 8 (68 P.S. §§ 399.1-399.18)

USTRA covers termination protections that apply when a landlord stops paying the bill or requests a discontinuance of service without the tenant's consent.

This Act only applies to unregulated public utilities, including electric coops and local water and wastewater utilities.

Key Provisions:

- §§ 399.3, 399.7, 399.8: Notice to Tenants of Landlord Termination
- § 399.3(b): Voluntary Relinquishment of Service by Landlord
- § 399.7: Right of Tenant to Continued Service After Landlord Nonpayment
- § 399.9: Right of Tenant to Recover Payments (Deduct from Rent)
- § 399.11: Retaliation of Landlord Prohibited

Regulations

Standards for Billing Practices for Residential Utility Service

52 Pa. Code §§ 56.1 – 56.461

Title 52, Chapter 56 of the Pennsylvania Code implements Chapter 14 (above), and provide the billing, collections, and termination standards for regulated residential utility services.

Key Provisions:

- Subchapters A-K – Residential Billing/Credit/Terminations
 - § 56.35: 4-Year Limit on Arrears as Basis for Termination
 - §§ 56.81-.83: Grounds for Termination
 - §§ 56.92-.96: Notice of Termination
 - § 56.100: Winter Termination
 - § 56.111-.117: Medical Certificates
 - § 56.191(c): Payment Arrangements to Restore Service
- Subchapters L-V - Victims of DV with PFA / Other Order
 - § 56.285: Payment Arrangements
 - § 56.285: No liability for debt accrued in someone else's name
 - § 56.323: No termination for debt accrued in someone else's name

Contact Us

Contact Information for Advocates

Advocates can contact PULP with questions about how to assist a client to connect, maintain, or prevent termination of their electric, natural gas, or water utility account.

pulp@pautilitylawproject.org

Contact Information for Clients

Low income clients who are unable to connect to service or are facing a utility termination can call the Utility Hotline for assistance with resolving their utility issue.

1-844-645-2500

utilityhotline@pautilitylawproject.org



The Pennsylvania Utility Law Project (PULP) provides information, assistance, and advice about residential utility and energy matters affecting low income consumers. PULP serves all of Pennsylvania. PULP is a specialized component of RHLS. We are based in Harrisburg and serve clients statewide.

Our mission is to advance just and equitable access to safe and affordable utility services for Pennsylvanians experiencing poverty.