

Fall 2019

Be UtilityWise

of Wilkes-Barre/Scranton/Hazleton



"Shining a Light on Community Resources"

UNIVERSAL SERVICE & CONSERVATION PROGRAMS

All Customer Assistance Programs (CAPs) included in this program are subject to modifications due to changes currently under way in Universal Service Plans.

Booklet Information Provided By:

PA Public Utility Commission
United Way
PACareerLink®
Office of Consumer Advocate
Commission on Economic Opportunity
Wilkes-Barre Housing Authority
PA American Water

PA Department of Human Services
PPL Electric Utilities Inc.
UGI Utilities
Met-Ed/FirstEnergy
Lackawanna County Community
Relations



OUR MISSION

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities; ensures safe and reliable utility service at reasonable rates; protects the public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

P.O. Box 3265
Harrisburg, PA 17105-3265

1-800-692-7380

For people with speech or hearing loss, dial 7-1-1
(Telecommunications Relay Service)

www.puc.pa.gov

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@PA_PUC

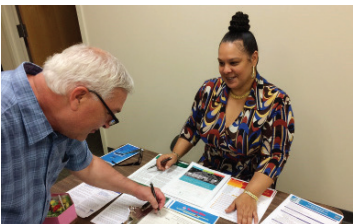
Pennsylvania Public Utility Commission Outreach and Education Services



The PUC's Office of Communications offers statewide utility Education and Outreach Services. Our dedicated outreach and education team are an essential component in our community by providing tools, utility resources and education services. Our mission and goal is to increase awareness and understanding of the many utility programs and services available to consumers.



The outreach and education team partners with a variety of community groups, state government agencies, legislators, human service providers, utility companies, community based organizations, and many other interested stakeholders to help educate, share many useful tools, resources and programs to help consumers make informed utility choices.



Educational programs, workshops, seminars, forums, roundtable discussions, training sessions and conferences are available on a variety of utility topics and are tailored to reach each audience.



These educational topics and programs include:

- PUC Regulations
- PUC Consumer Protections & Complaint Process
- How to Prepare for Public Input Hearings
- PAPowerSwitch
- PAGasSwitch
- Prepare Now
- Be Utility Wise Events
- Limited-Income Customer Assistance Programs
- Ways to Save Energy
- Energy Efficiency Programs
- PUC Educational Games
- PUC Utility Careers
- Other Utility-Related Programs and Services

For Further Information, Contact the Public Utility Commission:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing
loss, dial 7-1-1 (Telecommunications
RelayService)

Website

www.puc.pa.gov





PPL Electric Utilities

Programs for Residential Customers with Limited Incomes

PPL Electric Utilities Customer Assistance Program (CAP) -_OnTrack

OnTrack is a special payment plan for PPL customers with limited incomes. The program offers a special reduced monthly payment plan based on family size, income and electric use, and a chance to erase any debt a customer owes to PPL. OnTrack benefits include a reduced monthly electric bill, protection from shutoffs, referrals for energy education or weatherization, and cancellation of a portion of the debt a customer owes each time they make their OnTrack payment by the due date. To be eligible for OnTrack, a household must be at or below 150% of federal income poverty guidelines. To apply, call PPL at 1-800-358-6623 or visit pplelectric.com.

PPL Electric Utilities Fuel Fund Program - Operation HELP

Operation HELP is PPL's fuel fund that helps pay the energy bills of low-income customers. The fund is supported by donations from PPL, its customers and employees. To be eligible for assistance, the household must be below 200% of federal income poverty guidelines. Operation HELP will pay for any type of home energy bill (e.g., electric, oil, gas) and all payments are made directly to energy vendors. To apply, call PPL at 1-800-342-5775 or visit pplelectric.com for a list of agencies.



Customer Assistance and Referral Evaluation Service (CARES)

CARES is a special service for customers with a good payment history who cannot pay the full amount of their electric bill because of a temporary hardship. Examples of hardships include illness, injury, loss of spouse, significant decrease in household income, or a confused or disoriented customer. CARES can protect the customer's account from shut-off for a temporary period and provides referrals to other programs. There is no income requirement. To apply or refer a person for CARES, call PPL at 1-800-342-5775.

WRAP

WRAP is a free weatherization program that helps customers at or below 200% of federal income poverty guidelines reduce their electric bills and improve comfort.

An energy educator works with qualified customers on ways to save energy and installs energy efficiency measures that may help lower their electric bill. All work is done by qualified WRAP contractors. To qualify, the customer must have a residential account with PPL Electric Utilities and live in a primary home that has not received WRAP within 3 years.

WRAP is available to homeowners and renters. Landlord consent is required for certain measures. For more information or to apply, call 1-888-232-6302 or visit ppllectric.com.



Energy Efficiency Kits Program

Provides energy-saving kits for households at or below 150% of federal income poverty guidelines through direct mail or conservation workshops. Customers without electric water heaters receive kits that may include:

- **Energy efficient LED bulbs**
- **LED night light**
- **Smart strip**
- **Furnace whistle**
- **Digital thermometer**

Customers with electric water heaters receive the following additional items:

- **Low-flow showerhead**
- **Kitchen aerator**

Conservation workshops are offered by over 20 community based organizations throughout PPL's service territory. For more information on the kits or workshop dates, call 1-888-647-3831 or visit ppleasysavings.com.

Note: This program will end in December 2019

Master-Metered Apartments

Low-income residents within these buildings receive a range of free WRAP measures. PPL also works with property owners to address the other common areas of the building. To apply, customers can call 1-888-232-6302.



PPL Electric Utilities

Programs for Residential Customers (no income guidelines)

Refrigerator and Freezer Recycling

Customers who have a refrigerator or freezer that they no longer use can visit pplelectricsavings.com/Appliance/Recycling or call 1-877-486-9204 to arrange for a free pick up and get a \$35.00 rebate check.

- ✚ The customer must have an individual account with PPL Electric Utilities and own the refrigerator
- ✚ The refrigerator or freezer must be in working condition and 10-30 cubic feet
- ✚ The customer will receive an additional \$10 if a working room air conditioner or dehumidifier is recycled at the same time

Appliance /Efficient Equipment Rebates

PPL Electric Utilities offers rebates to residential customers for certain energy-efficiency equipment and improvements. All appliances must be installed in PPL Electric Utilities service area. Contact 1-877-486-9204 or visit pplelectricsavings.com to apply or for more information.

Funds are limited, and PPL Electric Utilities reserves the right at any time to extend, modify or terminate the rebate program.



PPL Electric Utilities

Online Energy Assessment

Visit ppllectric.com/assessment to complete a self-guided home assessment. The assessment offers a personalized report showing where a PPL Electric customer's home is using the most electricity along with energy-saving recommendations.

The assessment provides links to PPL's rebates. Customers who complete the assessment receive a free energy kit that includes popular products like LEDs.

LED Discount Program

Receive discounts on LED bulbs from participating stores. Check pplelectronicsavings.com/Lighting/Overview for more information or call 1-877-486-9204.



Energy-Saving Tips

HEATING

- ✦ Turn down the thermostat when asleep or away (exception: home has an electric heat pump.)
- ✦ Open shades, blinds, or drapes to let the sun in. Close them at night and on cloudy days.
- ✦ Check prime and storm windows to make sure they are closed.
- ✦ Clean warm-air registers, baseboard heaters, and radiators as needed. Make sure they are not blocked by furniture, carpeting, or drapes.
- ✦ Keep your fireplace damper closed unless a fire is going.
- ✦ Check furnace filters monthly during the heating or cooling season and change or clean them as necessary.
- ✦ Use electric space heaters sparingly. A 1,500 watt heater used 8 hours a day can increase your monthly electric bill by about \$50.

COOLING

- ✦ Set air conditioner temperature to the proper setting.
- ✦ Close curtains, blinds or drapes to keep the sun out.
- ✦ Keep air conditioner filters clean. Check monthly during the cooling season.
- ✦ Use ceiling fans only when rooms are occupied.
- ✦ Use portable fans instead of, or along with, your air conditioner.
- ✦ Turn off lights and appliances when not in use. Lights produce heat.



Energy-Saving Tips

WATER HEATING

- ✚ Lower the thermostat on your water heater to 120 degrees.
- ✚ Take short showers instead of full-tub baths.
- ✚ Don't let the water run when preparing food and washing dishes.
- ✚ Repair leaking faucets promptly.

KITCHEN APPLIANCES

- ✚ Set refrigerator temperature at 36-39 degrees; freezer at 0 degrees.
- ✚ Keep refrigerator and freezer full. Cover liquids and wrap foods.
- ✚ Keep coils behind or underneath the refrigerator clean.
- ✚ Use the smallest appliance to do the job. Prepare food in a microwave, toaster oven or crockpot whenever possible.
- ✚ Cover pots with lids when cooking.
- ✚ Turn coffee pot off after brewing. Store in a thermal carafe.
- ✚ Be sure your dishwasher is full, but not over-loaded, when running. Air-dry or use the "energy-saving" cycle.

HOME ELECTRONICS

- ✚ Turn off your computer and monitor when not in use or use the preset power down feature. "Screensavers" do not save energy.
- ✚ Unplug battery chargers and cellular phone chargers when fully charged or the chargers are not in use.



PPL Electric Utilities

Energy-Saving Tips

LAUNDRY APPLIANCES

- ✚ Wash and rinse full loads of laundry in cold water.
- ✚ Air-dry laundry (clothes line or drying rack) when possible.
- ✚ Clean the lint in the dryer after every load.
- ✚ Periodically check your dryer vent to make sure it is not blocked.
- ✚ Remove snow from around the dryer vent damper.
- ✚ Throw in one or two tennis balls in the dryer to create air spaces between bundles of wet clothing.

OTHER

- ✚ Use Light-Emitting Diodes (LEDs) for indoor and outdoor lighting.
- ✚ Use three-way lamps and dimmer switches wherever possible.
- ✚ If purchasing a product or appliance, look for the **ENERGY STAR®** label. This includes window air conditioners, washing machines, dishwashers, refrigerators, cordless phones, pool timers, TV's, DVD players, computers, and most office equipment.
- ✚ If you own a swimming pool or hot tub, consider using a timer.



CAP - CUSTOMER ASSISTANCE PROGRAM

UGI's Customer Assistance Program (CAP) offers qualified, low income customers a more manageable monthly energy bill. UGI provides CAP participants with a personalized, monthly payment amount based on gross income, household size and average bill at the property.

ELIGIBILITY CRITERIA

- Customer must have an active residential account
- Gross Annual Income must be at or below 150% of the Federal Poverty Level

Household Size	Household Income 150% FPL
1	\$18,735
2	\$25,365
3	\$31,995
4	\$38,625
5	\$45,255
6	\$51,885
7	\$58,515
Each Additional Person	\$6,630



Energy to do more®

LIURP - LOW INCOME USAGE REDUCTION PROGRAM

UGI's Weatherization Program offers free weatherization measures to low-income residential heating customers in order to limit heat loss and provide long-term energy savings.

ELIGIBILITY CRITERIA

- An active UGI gas or UGI electric heating account with twelve (12) or more continuous billing periods for the same account number
- Higher than average gas or electric heating usage during the twelve-month period to meet specified consumption levels for the program
- Renters can qualify with written permission from landlords
- Non-heating UGI Electric accounts may qualify for a lower amount of measures such as high efficiency lighting.
- Gross annual income at or below 150% of Federal Poverty Level
- A percentage of customers who may have extenuating circumstance can be accepted at income level up to 200% Federal Poverty Level



Energy to do more[®]

OPERATION SHARE

The Operation Share program provides energy assistance grants to qualified customers who experience difficulty paying their heating bills.

ELIGIBILITY CRITERIA

- The customer must have an active UGI account
- The customer's gross income must be at or below 200% of Federal Poverty Level
- This grant may be received one time per twelve (12) month period

Household Size	Household Income 200% FPL
1	\$24,980
2	\$33,820
3	\$42,660
4	\$51,500
5	\$60,340
6	\$69,180
7	\$78,020
Each Additional Person	\$8,840



C.A.R.E.S. PROGRAM

Customer Assistance Referrals Evaluation Services
(C.A.R.E.S.)

C.A.R.E.S. is a program that can provide referrals to other helpful programs in your community.

- Residential customer
- Customers experiencing a temporary personal financial crisis which affects their ability to make regular on-time payments to utilities or other financial obligations.
- UGI will provide information on various community-based organizations.

Please call: 1-800-UGI-WARM (1-800-844-9276)

Additional Services offered by UGI:

- Conservation Literature
- Gift Credits
- Third Party Notification
- Extended Bill Due Date
- Online Bill Pay
- Budget Billing
- Payment Arrangements



PCAP – PENNSYLVANIA CUSTOMER ASSISTANCE PROGRAM

PCAP is designed to help income qualified residential customers maintain electric service and eliminate their past-due balance.

PCAP Eligibility

- Must have an active residential electric account.
- Must have a gross household income at or below 150% of the Federal Poverty Guidelines.
- Must provide annual verification of income and identification of all household members.
- Must participate in LIHEAP and WARM, if eligible.
- The person whose name is on the electric account must live in the household.

The program may provide one or all of the following benefits

- A monthly credit toward the electric bill.
- A one-time opportunity to have the current account balance set aside for forgiveness.
- An opportunity to reduce electric consumption through WARM.

More about PCAP

- The account will automatically be enrolled in the Equal Payment Plan.
- To qualify for monthly bill credits, annual energy charges must be greater than 3% (non-electric heat) or 9% (electric heat) of total gross household income.
- Previous PCAP participants must contact Met-Ed to determine if there is an amount that must be paid to re-enroll.

For more information on PCAP or to apply, please call Dollar Energy Fund at: 1-888-282-6816



CARES- Customer Assistance Referral Evaluation Service

- Provides assistance to customer experiencing a temporary hardship, such as a serious illness or sudden loss of income.
- Provides special consideration to customers with special needs due to age or disability.
- Provides information on appropriate company and external programs.
- CARES does not provide grants to a customer's account.

For more information on the CARES programs, please call: 1-800-545-7741

WARM- Low Income Usage Reduction Program

- Income eligibility at or below 200% of the Federal Poverty Guidelines.
- Customer must be the homeowner or have landlord approval.
- Customer must have the electric bill in his or her name.
- Qualifying customers receive an in-home energy evaluation and comprehensive energy education.

No cost home energy saving improvements may include, but are not limited to:

- Attic and/or wall insulation
- Caulking and weather stripping
- Refrigerator/Freezer testing and possible replacement
- Electric water heater inspection
- Energy saving lightbulbs
- Replacement of inefficient window/wall air conditioners

**For more information about the WARM Program, please call:
1-888-406-8074**



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™

A HELPING HAND TO THOSE IN NEED

WATER SERVICE ASSISTANCE

For more than 25 years, Pennsylvania American Water has been assisting low-income customers who qualify through its H2O Help to Others Program™. The program offers three main services:

- **Grants of up to \$500 per year**
 - Income guidelines at or below 200 percent of the Federal Poverty Income Guidelines (FPIG)
 - Applicants must have made a sincere effort to pay their bill
 - Grant may not cover the recipient's entire water bill.
- **An 85 percent discount on the monthly water service fee**
 - Income guidelines at or below 150 percent of the FPIG
 - For single residential households, applicant must reside in the home.
- **Water-saving devices and education.** The kit includes a low-flow shower head, faucet aerators, fill cycle diverter, leak detection tablets, and an educational booklet that explains how to install the devices and provides helpful indoor and outdoor water saving tips.

WASTEWATER SERVICE ASSISTANCE

In 2011, the program was expanded to assist wastewater customers:

- **Grants of up to \$500 per year**
 - Income guidelines at or below 200 percent of the FPIG
 - Applicants must have made a sincere effort to pay their bill.
 - Grant may not cover the recipient's entire wastewater bill.
- **A 20 percent discount on the total wastewater charges**
 - Income guidelines at or below 150 percent of the FPIG
 - For single residential households, applicant must reside in the home.

LEARN MORE

About the Grant Program: Call the Dollar Energy Fund at **1-888-282-6816** or visit us online at **pennsylvaniaamwater.com**.

About Water Conservation: Call Pennsylvania American Water at 717-531-3263.

SAVE WATER. SAVE MONEY.

Water is a resource we depend on every day. As the temperatures continue to rise, there are simple things that you can do to use water wisely and save money at the same time.

During the summer months, Pennsylvania American Water asks customers to minimize non-essential water usage. Not only is it good for the environment, but smart water use can save you money on your water bill, too!

INSIDE YOUR HOME

- Regularly check toilets, faucets and pipes for leaks. If you find a leak, fix it. For a copy of our leak detection kit, visit pennsylvaniaamwater.com. Under **Water Information**, select **Detecting Leaks**.
- Take a shower instead of a bath, and install water-saving showerheads and shorten your shower time to five minutes.
- Turn off the water while you are brushing your teeth.
- Run only full loads in your dishwasher. If you have a water-saver cycle, use it.
- Adjust the water level of your clothes washer to match the load size.

OUTSIDE YOUR HOME

- No need to water every day. Instead, only water as needed. Depending on the weather or type of plants/turf, you may find that you only need to water once or twice per week.
- Water late in the day or early in the morning when the sun is low to minimize evaporation.
- Collect and store rainwater in a rain barrel and use it to water your outdoor plants.
- Use a broom instead of a hose to clean patios and sidewalks.
- Choose drought-resistant or native plants that require less water.
- If you use a sprinkler, check sprinkler heads to make sure they're not watering paved or unwanted areas. Be sure to turn them off when it rains.
- Use a bucket of soapy water rather than leaving the hose running when washing your car or take your car to a car wash that recycles the water.

FOR MORE WATER-SAVING TIPS

Visit us online at pennsylvaniaamwater.com.



WE KEEP LIFE FLOWING™

PA CareerLink® Luzerne County

Partners

Luzerne/Schuylkill Workforce Investment Board
PA Department of Labor and Industry
Bureau of Workforce Partnership and Operations
EDSI Solutions
ResCare Workforce Services
Employment Advancement and Retention Network (EARN)
Office of Vocational Rehabilitation
Luzerne County Assistance Office
Unemployment Compensation
Veterans Services
Rapid Response
Center for Workforce Information and Analysis
Jolie Health and Beauty Academy
UC Board of Review and Referee

Visit our other locations

Luzerne County CareerLink® at Hazleton

75 North Laurel Street
Hazleton, PA 18201
Phone: 570-459-3854
Fax: 570-459-3930
TTY/TDD: 570-459-3934
www.careerlinkhazleton.org

Hours of Operation:

Monday – Friday
8:00 am – 4:30 pm

Luzerne County CareerLink® at Pottsville

203 East Arch Street
Pottsville, PA 17901-3512
Phone: (570) 622-5253
Fax: (570) 622-6072
TDD/TTY: (570) 622-5241
www.careerlinkpottsville.org

Hours of Operation:

Monday – Friday
8:00 am – 4:30 pm



Pennsylvania CareerLinkSM

*PA CareerLink® centers help you
prepare for and find a job – regardless of
your skill or educational level.*

Our no-cost services include job search assistance, resume development assistance, interview preparation, job search workshops, networking groups, on-site employer recruitments, career counseling, skills and interest assessments, access to occupational training, job development, Veterans employment services and more. Our staff can provide you with information and resources to meet your individual job search needs.

PA CareerLink® Luzerne County at Wilkes-Barre

32 East Union Street

Wilkes Barre, PA 18701

Phone: 570-822-1101

Fax: 570-826-2445

TTY/TDD: 570-826-2438

www.careerlinkwilkesbarre.org

Hours of Operation:

Monday – Friday

8:00 am – 4:30 pm



HABLAMOS ESPANOL

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program.

OUR SERVICES



Priority of Services for Veterans and Eligible Spouses

Trained, qualified staff provides individualized services including, but not limited to, referral to various veterans' affairs agencies and programs, assistance with enrollment into VA Healthcare, access of DD214 records, resume development, and job search and referral activities.

Available Workshops include:

How to Navigate JobGateway®, CareerLink Orientation, Writing an Effective Resume, Interviewing with Confidence, How to Land a Government Job, Career Exploration, and Financial Aid Workshops.

Career Services include:

Case management, aptitude and interest assessment, in-depth resume preparation, GED remediation and classes, KeyTrain assessment/remediation, WorkKeys National Career Readiness Certificate, individual training, On-the-Job Training and customized training programs.

Career Resource Center:

Computers with internet access for your job search needs. Assistance with JobGateway® enrollment, employment applications on JobGateway® or other job search websites. We can even make copies or fax your resume or application.

Unemployment Compensation Resources:

Courtesy Unemployment Compensation phones at every PA CareerLink® location. We can assist you with submitting information to Unemployment Compensation. You may also contact the Unemployment Compensation Service Center at 1-888-313-7284 or find information at www.uc.pa.gov.

USEFUL WEBSITES/RESOURCES

Pennsylvania **CareerLink**SM

Search for jobs and much more! Create and upload your resume, track job search activities, get job recommendations, and sign up for free events. Get access to the Big Interview, PA Career Coach, and cTorg (helps you identify your transferrable skills). Veterans can match military skills and experience to civilian occupations. Enroll on our website: www.pacareerlink.pa.gov

PA WorkStats

Pennsylvania's Workforce Statistics

Find information on Local Employment Trends, High Demand Occupations, and Salary and Job Growth Statistics at

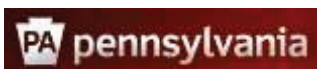
www.workstats.dli.pa.gov



O*NET OnLine

Explore your future with O*NET OnLine at www.onetonline.org

Your tool for career exploration and job analysis! O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!



www.heretohelp.pa.gov

The Commonwealth of Pennsylvania is a great place to live, work, and play. But tough economic times can stretch resources to their limits, taking a toll on vulnerable Pennsylvanians and putting even more people at risk. From meeting basic needs for food and shelter to upgrading professional skills to finding a new job in a high-demand industry, the Commonwealth has a wide variety of programs to help people get through the tough times.



COMPASS

<https://www.humanservices.state.pa.us/compass>

COMPASS is a Web site that allows individuals and community based organizations access to screen for, apply for, and renew a broad range of social programs.

COMPASS serves as a single access point for application and renewal of:

- Health Care Coverage
- Food Stamp Benefits
- Cash Assistance
- Long Term Care
- Home & Community Based Services for individuals with Intellectual Disabilities
- **Low-Income Home Energy Assistance Program** (Seasonal)
- Free or Reduced Price School Meals
- SelectPlan for Women (Family Planning Services)

COMPASS also provides screening for the programs mentioned above, all home and community-based services, and the school lunch and breakfast program. Screening allows a user to provide basic information to determine if they are potentially eligible for a health and human service.

COMPASS “Community Partner View” offers registered COMPASS Community Partners access to enhanced tools such as:

- The Power User application
 - Streamlines the application process
 - Decreases application processing time
 - Provides e-Signature functionality
- Application Management
 - Allows Users to initiate and track applications
 - Portfolio of submitted and suspended applications
 - Quick Reports
 - Printable Forms



Lackawanna County

COUNTY COMMISSIONERS
Patrick M. O'Malley • Jerry Notarianni
Lauren A. Cummings

The Lackawanna County Community Relations Department is the liaison between the Lackawanna County Commissioners (Patrick M. O'Malley, Jerry Notarianni, and Lauren A. Cummings) and Local Municipalities, School Districts, Senior Centers, and County wide organizations. Members of the department field concerns from constituents, treating each concern with courtesy, respect, and dedication. The department also maintains the county's social media accounts, and plans and hosts outreach events that include the Lackawanna County Senior Health Fair, Children's Bike Safety Fair, "Heroes Day" Public Safety Fair, and Job Fair.

Jim Rodway
Deputy Director of Community Relations
Phone: 570-963-6743 ext. 1870
Fax: 570-963-6812
Email: rodwayj@lackawannacounty.org

Gerard Hetman
Coordinator
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Coordinator
Phone: 570-963-6743 ext. 1875
Fax: 570-963-6812
Email: englishk@lackawannacounty.org

PA PowerSwitch

Pennsylvania Public Utility Commission

Shop.



Switch.



Save.



www.PAPowerSwitch.com

The PA Public Utility Commission offers an online electric supply shopping tool for consumers - www.PAPowerSwitch.com. PA PowerSwitch allows consumers to enter their zip code and receive electric suppliers' competitive offers and pricing information available in their area. Consumers can print the results of the zip-code search which list the suppliers' offers. The printable supplier list is also available in larger print for seniors.

Pennsylvania Public Utility Commission

P.O. Box 3265

Harrisburg, PA 17105-3265

1-800-692-7380



WHAT SHOULD I DO IF A PERSON TRIES TO SELL ME ENERGY SERVICE BY SOLICITING MY HOUSE?

Door-to-door marketing is sometimes conducted by independent suppliers.

Before inviting a door-to-door marketing representative into your home, providing personal account information or engaging in contract discussions, you should request identification that includes:

- The full name of the representative.
- A photograph of the representative.
- The full name, business address and telephone number of the company represented.
- You may also contact the Pennsylvania Public Utility Commission to confirm that the company being represented is a licensed supplier.
- Feel free to contact the company represented to find out if they are sending sales representatives door-to-door.
- It is unnecessary to provide the sales representative a copy of your utility bill or the account number unless you are interested in pursuing an offer.
- Carefully review all contract terms before signing, including fine print and any fees for early termination.
- You do not have to make a decision on the spot. You can check your options at www.PAPowerSwitch.com to shop competitive supplier prices.
- PUC Regulations on Marketing and Sales Practices for the Retail Residential Market can be found at:
www.pabulletin.com/secure/data/vol41/41-43/1789.html.

**Prepare
NOW**
for winter energy costs





Last winter was a doozie!
And this year could be just as bad.

- ✓ Learn more about conservation
- ✓ Check your gas and electric bills
- ✓ Review your supplier contracts

Find other tips on how you can help control energy costs and avoid surprises.

www.puc.pa.gov
www.PAPowerSwitch.com

 @PA_PUC
 PA PowerSwitch

PA PUBLIC UTILITY COMMISSION
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265



PA PowerSwitch
Pennsylvania Public Utility Commission



**Need Help
Staying Warm this
Heating Season?**

There is help available!

If you or someone you know is without utility service,
or has received a utility shut-off notice,
first call your local utility company for help!

**Most utility companies have Home Energy Assistance
Programs available to assist customers in need.**

Your utility company will work with you and explain programs
that may help you depending on your income or hardship
situation.

*For More Information.... **CALL US !!!***

**The Pennsylvania Public Utility Commission
1-800-692-7380**

Don't forget about LIHEAP (Low-Income Home Energy Assistance Program)

To find out if you qualify, low-income customers should contact their county
assistance office for information about how and where to apply.
Please visit the following website for a list of county assistance phone numbers.
www.dhs.pa.gov



Pennsylvania Public Utility Commission
Office of Communications
www.puc.pa.gov



The Public Utility Commission requires utilities to have programs and protections that help low-income customers keep their utility service. These programs may help you to pay utility bills or lower the amount of electricity or natural gas you use.

The local electric or natural gas company may call them by different names, but each company has the following programs listed below. Here are some tips to help you stay warm, lower your heating bills, and tell you who to call when you need help.

Budget Billing: All residential customers may contact their electric or natural gas company to request budget billing at any time. This form of billing is based on the customer's past 12 months of energy usage to arrive at a fixed "average" amount to bill each month. The utility company can adjust this average four times a year higher or lower depending on the customers usage.

Customer Assistance Programs (CAP): This program is set up between the utility company and a low-income, payment troubled customer to pay utility bills that are based on household size and gross household income. CAP customers agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.

Customer Assistance Referral and Evaluation Program (CARES): The CARES program will help customers with special needs. Special needs customers are consumers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The program's goal is to provide support and direction to help customers pay their utility bill.

Low-Income Usage Reduction Program (LIURP): LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month. The utility company may provide free home weatherization. A utility company representative may come to your home to install energy saving features to help reduce your monthly bill.

Low-Income Home Energy Assistance Program (LIHEAP): LIHEAP provides financial assistance to low-income households to pay energy bills. LIHEAP is a federal program administered by the Pennsylvania Department of Human Services (DHS) and consists of (3) components:

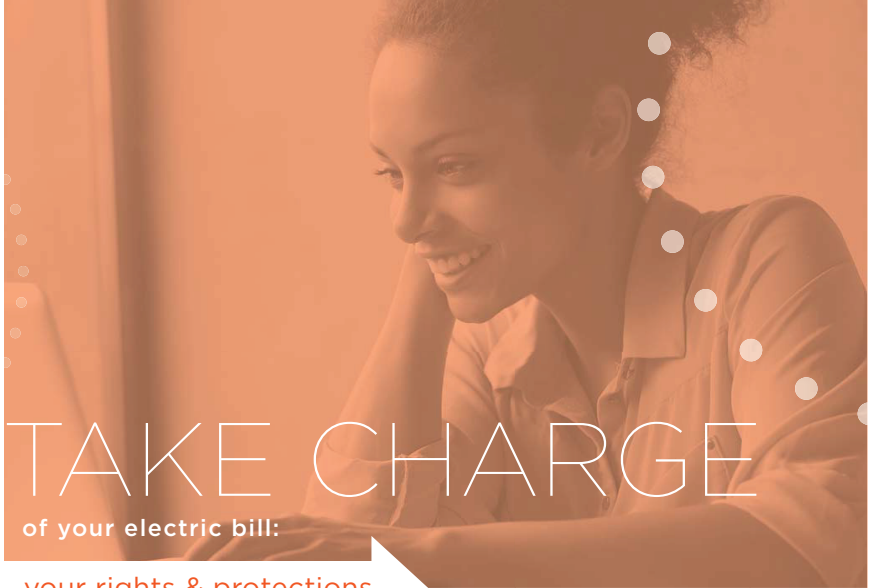
- **Cash Benefits:** Helps low-income customers pay their home energy bill.
- **Crisis:** Helps low-income customers meet home emergency situations and restore services if their service has been shut off.
- **Weatherization:** Helps qualified low-income customers reduce their energy consumption through home improvements.

NOTE: Low-income customers who qualify for Cash and Crisis can receive both.

For more information please contact your local county assistance office or DHS at: 1-866-857-7095

Hardship Funds: Utility company hardship funds provide cash assistance to utility customers to help them pay their utility bills. Hardship funds provide assistance grants to customers who "fall through the cracks" of other financial assistance programs, or to those who still have a critical need for assistance after the other resources have been exhausted. The fund makes payments directly to companies on behalf of eligible customers. For further information, contact your local utility company.

NOTE: You must meet certain income limits and be payment troubled to qualify for CAP, CARES, LIURP, LIHEAP and the hardship fund. Call your local utility company for more details to see if you qualify.



TAKE CHARGE

of your electric bill:

your rights & protections

As an energy customer in Pennsylvania, you may have questions about what to expect from your electricity supplier and where to turn with those questions. Understand your rights and see what steps you can take to protect yourself in the competitive energy marketplace.



To learn more, visit [PAPowerSwitch.com/rights](https://www.papowerswitch.com/rights), or contact the Pennsylvania Public Utility Commission at 1-800-692-7380.

FOLLOW US ON



Consumer rights

Shopping for a new supplier?

You have the right to:

- Compare prices from both the utility and competitive supplier so you're able to make an informed decision.
- Choose a supplier who offers new services, technological advances, improved efficiency and competitive pricing.
- Be protected from unfair, deceptive, fraudulent and anti-competitive practices from electric suppliers.
- Expect consistent quality and maintenance of your electric distribution service, which is monitored by the PUC.
- Access unbiased, accurate, easy-to-understand information that will help you shop for power and save money.

Current contract expiring?

- You should receive two contract renewal notices from your current supplier, starting 45 to 60 days prior to your contract's expiration date.
- Review your options notice, which includes information on any changes to your contract terms and options. This notice should be sent to you no less than 30 days prior to the contract's expiration date.
- *** IMPORTANT:** Your rate may change if you don't act on your renewal and options notice. For example, a fixed rate may change to a monthly variable rate. If you have a variable rate, you may be moved to a different variable rate that could be higher once your term expires. Learn more about fixed and variable rates at [PAPowerSwitch.com](https://www.papowerswitch.com)


Power shut off?

As a consumer, your service can be shut off if you fail to:

- Pay your bill.
- Follow through with payment arrangements.
- Pay a deposit when required.
- Allow the electric utility to access its equipment.

Consumer protections

Take steps to protect yourself.

- Before agreeing to your contract, always read and understand your disclosure statement and the terms and conditions.
 - If you're concerned that your supplier isn't acting in good faith, contact them to discuss your concerns.
 - If your supplier doesn't resolve your concerns, you have the right to file an informal complaint with the Public Utility Commission. Visit [puc.pa.gov](https://www.puc.pa.gov) for more information.
- 

NEED HELP?



Food
Banks



Emergency
Housing



Utility
Assistance



Drug & Alcohol
Detox Treatment



Crisis
Intervention

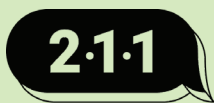
DIAL 2-1-1

GET CONNECTED. GET ANSWERS.

OR TEXT YOUR ZIP CODE TO 898211

PA211NE.ORG

AVAILABLE 24/7
FREE & CONFIDENTIAL
TRAINED REFERRAL COMMUNITY SPECIALISTS



Pennsylvania





PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

Pennsylvania Office of Consumer Advocate

555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923

Toll-Free: 1-800-684-6560

Phone: 717-783-5048

Fax: 717-783-7152

E-mail: consumer@paoca.org

Website: www.oca.state.pa.us

The Office of Consumer Advocate (OCA) is a state agency that represents the interests of Pennsylvania utility consumers. The OCA was created by the Pennsylvania General Assembly in 1976 and is an independent office within the Office of Attorney General.

We encourage you to contact the OCA with questions or problems regarding your electric, natural gas, telecommunications, water or wastewater service. The OCA staff will respond by providing information or helping to resolve your complaints.



EFFICIENCY AND ONE (1) BEDROOM APARTMENTS

- Lincoln Plaza
51 Lincoln Plaza
- East End Towers
295 Scott Street
- South View Manor
60 Monroe Street
- Valley View Terrace
215 High Street

FAMILY HOUSING 2,3,4,5 BEDROOMS

- Boulevard Townhomes
81 Midland Court
- Mineral Springs Village
236 Eastview Drive

WE OFFER INCOME BASED RENT WITH ALL UTILITIES INCLUDED

- All highrise buildings have elevators, laundry facilities, carpeting, free on-site parking, secure building access, security cameras
- Free transportation to medical appointments for elderly/disabled residents
- Community garden at south view manor only
- All buildings are smoke free

APPLICATIONS AVAILABLE AT THE ADMINISTRATIVE OFFICE LOCATED AT 50 LINCOLN PLAZA, WILKES-BARRE (570) 825-6657

STAY CONNECTED

*with the Lifeline
Telephone Assistance Program*



Pennsylvania Public Utility Commission

1-800-692-7380

www.puc.pa.gov

2019 Poverty Guidelines for Pennsylvania*

Monthly Gross Income

Household Size									
	1	2	3	4	5	6	7	8	each additional
Percent of Poverty									
50%	\$521	\$705	\$889	\$1,073	\$1,258	\$1,442	\$1,626	\$1,810	\$185
100%	\$1,041	\$1,410	\$1,778	\$2,146	\$2,515	\$2,883	\$3,251	\$3,620	\$369
150% LIHEAP/CAP	\$1,562	\$2,114	\$2,667	\$3,219	\$3,772	\$4,324	\$4,887	\$5,429	\$553
200% Dollar Energy Fund	\$2,082	\$2,819	\$3,555	\$4,292	\$5,029	\$5,765	\$6,502	\$7,239	\$737
250%	\$2,603	\$3,524	\$4,444	\$5,365	\$6,287	\$7,207	\$8,128	\$9,049	\$922
300%	\$3,123	\$4,230	\$5,334	\$6,438	\$7,545	\$8,649	\$9,753	\$10,860	\$1,107

*Poverty guidelines are updated annually in February.