

Universal Service & Conservation Programs



“Shining a Light on Community Resources”

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
Tri County Community Action
PA Office of Consumer Advocate
PA Department of Human Services
Met-Ed/FirstEnergy
PA American Water
PPL Electric Utilities
UGI
Columbia Gas

*“Partnering to Promote Consumer Awareness, Utility Education,
and Healthy Living in Pennsylvania”*



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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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**



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.



PPL Electric Utilities

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.



Online Energy Assessment

Visit ppl electric.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 ppl electric savings.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.

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



What the Pennsylvania Public Utility Commission Regulates



The PUC has jurisdiction over 11 electric distribution companies who serve the majority of the Commonwealth. Rural electric cooperatives and most utilities owned and operated by cities, boroughs or townships are not regulated by the Commission. For information on these, contact the electric co-op, Pennsylvania Rural Electric Association, or your municipality.



The PUC has jurisdiction over 25 gas utilities. It does not have jurisdiction over bottled propane gas, and most utilities owned and operated by cities, boroughs, or townships. For information on these, contact your local municipality or the state Attorney General's Office.



The PUC has jurisdiction over intrastate, local, toll and access telephone services and providers. The Commission does not regulate broadband, wireless, or cable TV companies. For more information on these, contact your local municipality about cable TV problems or the Federal Communications Commission (FCC).



The PUC regulates motor carriers that transport property, passengers and household goods such as taxis, moving companies, limousines. It also conducts motor vehicle, railroad facility, and track inspections. The Commission also regulates Transportation Network Companies such as Uber and Lyft.

Note: Taxis, limousines and Transportation Network Companies operating in Philadelphia are regulated by the Philadelphia Parking Authority, not the PUC.



The PUC's Pipeline Safety Division conducts inspections on pipelines operated by public utilities that fall under PUC jurisdiction and ensures compliance with state and federal safety regulations. The PUC enforces federal and Commission pipeline safety regulations as they apply to public utilities providing natural gas distribution and intrastate transmission service, and public utilities providing intrastate transmission of hazardous liquids.



The PUC has jurisdiction over more than 160 water and wastewater utilities, including a number of municipal water and wastewater utilities. However, the Commission does not have jurisdiction over utilities owned and operated by municipalities, cities, boroughs or townships unless a municipality is serving customers who reside outside of its corporate boundaries. The PUC maintains jurisdiction over the rates and service to these outside customers.

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





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



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



Energy to do more®

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

Columbia Gas[®] of Pennsylvania

A NiSource Company

CAP- Customer Assistance Program

- Income eligibility: 150% of (FPIG)
- CAP payments will be calculated as follows:
 - ◇ 7% or 9% of the total household monthly income + co-pay
 - ⇒ Zero to 110% of poverty level = 7% + \$5 + \$3
 - ⇒ 111% to 150% of poverty level = 9% + \$5 + \$3, or
 - ◇ One half of Promoted Budget plus \$5 + \$3, or
 - ◇ Average of past 12 months of payments, + \$5 + \$3
(\$5 co-pay exists while an account balance remains)
- Enrollment requirements:
 - ◇ Must be payment-troubled, (difficulty paying their bill).
 - ◇ Must have a single dwelling, residential heating account.
 - ◇ Customer must be residing in the home or apartment.
 - ◇ Base budget must be higher than the calculated CAP budget.

WarmWise - LIURP-Low Income Usage Reduction Program

- Income eligibility \leq 150% FPIG-some exceptions \leq 200%
 - ◇ Homeowner **or** tenants must have landlord approval
 - ◇ Single family, residential heat
 - ◇ CAP customers, with high consumption, have preference.
 - ◇ Must have uninterrupted service for prior 12 months.
 - ◇ 170 therms, or higher, over the 5 coldest months in a year
- Conservation Measures (as recommended)
 - ◇ Energy audit, clean & check and inspection of gas furnace/water heater
 - ◇ Attic and sidewall insulation
 - ◇ Caulking, weather stripping and air-sealing
 - ◇ Furnace/water heater repair or replacement, as necessary (home owners only)

(Columbia Gas-continued)

CARES- Customer Assistance Referral Evaluation Service

- Personal assistance during **temporary** hardship for customers with special needs due to age, disability, illness or crisis situation. This is not a grant program but offers temporary, affordable payment plans. Other services include advocacy, budget counseling and referrals to community resources.

SDAF-Security Deposit Assistance Fund

- SDAF is a fuel fund offering financial assistance to customers with income between 151% and 250% of the FPIG, when a security deposit is required for establishing utility service. Grants are awarded on a first come first serve basis and may be sought only once during a 12 month program year.

WarmWise—Audits & Rebates

- Audits & Rebates offer a free home energy audit and an energy efficiency plan with estimated cost-savings to customers with incomes $\leq 250\%$ of the FPIG. A programmable thermostat and up to \$1,800 in up-front rebates may be available. Energy-saving resource information is also offered. Audits are available on a first come first served basis.

ERP- Emergency Repair Program

- ERP offers financial assistance, in emergency situations, to repair or replace unsafe natural gas furnaces, water heaters or, service/house lines. Available to low-income residential heat customers, who own and are living in their home. Income eligibility $\leq 150\%$ of FPIG.

For information about any of these programs, please call:

1-800-537-7431



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.



PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™



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

[@pa_OCA](https://twitter.com/pa_OCA) (Twitter)

[/pennoca](https://www.facebook.com/pennoca) (Facebook)

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.



PROGRAMS AND SERVICES

Self-Sufficiency

Providing support for individuals and families in developing long-term goals to move out of poverty. Case managers identify needs, navigate the system, and connect resources to move clients forward. Self-Sufficiency programs include:

- Getting Ahead
- S.T.A.R.T.
- Case Management
- Financial Literacy and Education
- Supportive Services

For more information contact Natasha Woods at nwoods@cactricounty.org or 717-232-9757, extension 102.

Family Center

Our Family Educators stand at the ready to help set goals and meeting developmental milestones for you and your children. Focused on supporting families, we offer:

- Parents As Teachers
- Fatherhood 24/7 Dads
- Bridges 4 Life
- Triple P: Positive Parenting Program
- ACT: Raising Safe Kids

For more information contact Bobbi Bryner at bbryner@cactricounty.org or 717-232-9757, extension 141.

Energy Assistance

We help you apply for and enroll in the OnTrack and Operation HELP programs through PPL and provide energy savings education.

- OnTrack Enrollment and Recertification
- E Power (Energy Savings) Education
- Security Deposit Waiver Determinations
- Income Verifications

For more information contact Vanessa Cruz at vcruz@cactricounty.org or 717-232-9757, extension 119.

Housing and Credit Counseling

As a PHFA certified housing counseling agency, we offer classes on renting, home purchases, credit and credit repair, and one-on-one homeowner counseling for mortgage and foreclosure assistance. Certificates and incentives are offered to transition clients toward home ownership. Our Housing Counselors provide:

- Credit Counseling
- First Time Homebuyer Education
- PREP: Prepared Renters Program
- Home Emergency Mortgage Assistance Program (HEMAP)

For more information contact Jake Burke at jburke@cactricounty.org or 717-232-9757, extension 108 or Ray Spencer at rspencer@cactricounty.org or 717-232-9757, extension 104.

Neighborhood Revitalization

Through leveraging our relationships and partnerships within focused communities, we life up neighborhoods while offering a broad range of human services' empowering residents to create change, make physical improvements to buildings, and attract investment into neighborhoods.

Founding partners and coordinators of:

- Homegrown Harrisburg
- Clean & Green Harrisburg

For more information contact Julie Walter at jwalter@cactricounty.org or 717-232-9757, extension 105.

1514 Derry Street · Harrisburg, PA 17104
phone: (717) 232-9757 fax: (717) 234-2227
www.cactricounty.org

Helping People. Changing Lives.

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you are not alone.



Keep in mind that with every opportunity, if
it sounds too good to be true, it probably is!

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1.800.722.2657



pennsylvania
DEPARTMENT OF BANKING
AND SECURITIES

www.dobs.state.pa.us



COMPASS

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

COMPASS is a Website 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 & C.H.I.P.
- 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
- Select Plan for Women (Family Planning Services)
- Child Care Works

COMPASS also provides screening for the programs mentioned above, all home and community-based services, and the school lunch and break-fast 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



SAFE DIGGING



6,000+ HITS

ON UNDERGROUND LINES EVERY YEAR

#1

THREAT TO UNDERGROUND UTILITIES



A LINE IS HIT IN PA EVERY 20 MINUTES



CALL **8-1-1** BEFORE YOU DIG

ENSURE LINES ARE ACCURATELY MARKED
INCREASE INVESTIGATION & ENFORCEMENT



50%

GOAL: REDUCE "HITS" OVER THE NEXT 5 YEARS.

PENNSYLVANIA PUBLIC UTILITY COMMISSION
DAMAGE PREVENTION / ONE CALL ENFORCEMENT
717-787-6489
WWW.PUC.PA.GOV



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



PAPowerSwitch
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 customer's 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.*



Ways to Save Energy

Find out more about Smart Meters and Act 129, and shop for your supplier, at www.PAPowerSwitch.com



Sealing air leaks is the first and most important step to home comfort.



You can keep hot water use to a minimum by washing only full loads in washers and dishwashers.



If your clothes dryer has an automatic cycle, use it, because drying more than needed wastes energy and wears out clothes.



You should check and clean your dryer exhaust vent occasionally and remove lint after each load.



You should weather-strip all doors and windows or install storm windows and doors to prevent drafts.



If you keep your thermostat set on 68 degrees in the winter, for every degree you raise or lower the setting, you can see a difference of up to 3 percent in energy costs.



If you block or restrict air flow by placing furniture over heating and cooling registers, your heating system and air conditioner will have to work harder.



You can set up a payment plan for your winter bills that is spread out over the year, not just the winter months. Call your electric or gas company and ask to be set up on Budget Billing.



You will get significant savings by lowering the water temperature setting to 120 degrees on your water heater.



Consider wrapping the hot water tank in a thermal blanket, which will help regulate the temperature and cut down on heat loss.



For safety reasons, wrap only the sides of a gas tank. Wrap the sides and top of an electric tank.



Air leaks in and out of your home around plumbing and wiring, around windows and doors, and where walls meet ceilings.



Lack of adequate weather-stripping can cost you \$50 or more a year in lost energy cost.



Washing clothes in cold water will not only prevent shrinking and fading, but will reduce your energy bill.



A seven-minute-or-less shower under a two-gallon-per-minute low-flow shower head is the more efficient than taking a bath in a bathtub full of water.



Your furnace requires routine maintenance, some from you, some from a furnace professional, in order to keep it safe and efficient.



Install a programmable thermostat which will lower the temperature while you sleep, and will raise it automatically just before you wake up.



It takes far less energy to lower the thermostat and then raise it later than to keep it set at the same setting at all times.



The more you can leave the air conditioner off, the more money you will save.



A quarter-inch gap at the base of a three-foot wide exterior door leaks as much air as a three-inch hole in the wall of your home.

FOR FURTHER INFORMATION, CONTACT THE PUBLIC UTILITY COMMISSION:

Write

PA Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265

Call

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

Visit our websites

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



STAY CONNECTED

*with the Lifeline
Telephone Assistance Program*



Pennsylvania Public Utility Commission

1-800-692-7380
www.puc.pa.gov



UTILITY CAREERS

STRONG DEMAND FOR UTILITY WORKERS

1/3

UTILITY WORKFORCE
NEARING RETIREMENT AGE

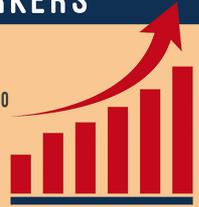


70,000+

HIRES (NATIONALLY) EXPECTED BY 2020

1.5 million

ADDED "ENERGY" JOBS BY 2030



TOP POSITIONS

- ENGINEERS
- TECHNICIANS
- FIELD OPS (LINE WORKERS, TROUBLESHOOTERS, REPAIR, CONSTRUCTION)
- PLANT OPERATIONS
- CUSTOMER SERVICE
- MECHANICS
- MAINTENANCE
- ANALYSTS
- IT
- CYBERSECURITY



IN DEMAND



- ENGINEERING
- TECHNICAL SYSTEMS
- CONTROL SYSTEMS
- COLLABORATION
- COMMUNICATION
- FIELD WORK
- COMPUTER SKILLS
- IT/CYBER
- MAP READING
- PROBLEM SOLVING

ADVANTAGES

GOOD STARTING PAY
\$40-\$60K
PER YEAR

TRAINING AND
ADVANCEMENT
OPPORTUNITIES



COMMUNITY BASED
(SERVING HOMETOWNS)



STABILITY &
GROWTH (ESSENTIAL
SERVICES, NOW
AND
IN THE FUTURE)



PENNSYLVANIA PUBLIC UTILITY COMMISSION

1-800-692-7380

WWW.PUC.PA.GOV



PENNSYLVANIA PUBLIC
UTILITY COMMISSION



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2019 Poverty Guidelines for Pennsylvania*

Monthly Gross Income

Household Size									
Percent of Poverty	1	2	3	4	5	6	7	8	each additional
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.