

Be ²⁰¹⁹ UtilityWise

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.

Included in this Booklet:

Public Utility Commission
West Penn Power
Duquesne Light
PA American Water
Columbia Gas
Peoples Natural Gas
Peoples Gas
(formerly Peoples TWP)
Dollar Energy Fund

Fayette County Community Action
Advantage Credit Counseling
SNAP & Pittsburgh Food Bank
COMPASS
Poverty Guidelines
211 United Way
CCI Center
Holy Family Institute

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

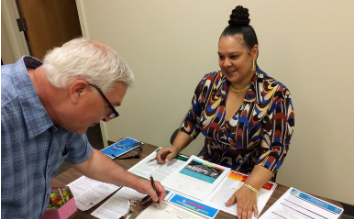
Pennsylvania Public Utility Commission Outreach and Education Services



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
- PAMPowerSwitch
- 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





TAKE CHARGE

of your electric bill.

In Pennsylvania, you have the power to switch your electric supplier and gain greater control over your electric bill. You can switch to the supplier who offers the lowest price, or choose a supplier who provides a specific service you want, such as **green/renewable energy**.



SHOP



SWITCH



SAVE

PAPowerSwitch 
Pennsylvania Public Utility Commission
PAPowerSwitch.com

Contact the Pennsylvania Public Utility Commission at 1-800-692-7380.

Be Utility Wise

Fayette County Community Action Agency, Inc. sincerely appreciates the hard work and dedication you've so generously provided to our community.

We wish you continued success in your future work.

Fayette County Community Action Agency, Inc.

108 North Beeson Blvd. • Uniontown, PA 15401 • 724-437-6050 • www.fccaa.org

*FCCAA houses over 70 Programs
and Services located
in the Campus of Services.*

Services Include:

- Community Training Institute (CTI)
- Housing Services
- Utility Programs
- First-Time Homeownership
- Family Resource Center
- Budget Counseling
- Nutrition Education
- Women, Infants, Children (WIC)
- Aging Services
- Parenting Information
- Adult Day Care Services
- Food Bank
- Nurse Family Partnership
- Advocacy & Support
- Nutrition Education Program
- Retired Senior Volunteer Program



*“Helping people. Changing Lives.”
For over 50 years in Fayette County.*



CAP-Customer Assistance Program

- Income Eligibility < 150% of poverty.
- Account holder must be an adult residing in the home.
- The Maximum CAP Credit is \$1,500 for residential customers and \$1,800 for customers with Electric Heat.

% of Poverty	Residential Service % of Budget Payment	Residential Electric Heat % of Budget Payment
0% to 50%	15%	25%
51% to 100%	40%	60%
101% to 150%	80%	80%

LIURP-Low Income Usage Reduction Program

- Income eligibility ≤ 150% poverty (some exceptions ≤ 200%).
 - ◊ Homeowner or renter with landlord approval.
 - ◊ Base load usage must be 500kwh or greater.
 - ◊ Residency > 6 months unless:
 - Base load usage & residency requirement for all electric heat customers who are homeowners will be waived.
 - Residency requirement will be waived for residential service CAP customers who are homeowners.
- Program Process & Installation Measures
 - ◊ Walk through audit.
 - ◊ Provide energy education.
 - ◊ Determination of Smart Comfort measures to provide. Standard measures include light emitting diode (LED) bulbs, refrigerators and freezers, electric hot water tanks, window air conditioners, home insulation and more.

CARES - Customer Assistance Referral Evaluation Service

- Help customers experiencing payment hardships to manage their electric bills by providing them with information, resources and encouragement.
- Make referrals to company and community assistance programs.
- Act as an internal advocate for payment-troubled customers.

For information about any of these programs, visit us online at DuquesneLight.com/CAP or call: 1-888-393-7600



Duquesne Light's Watt Choices program helps customers conserve energy and reduce demand while lowering their electricity costs as the company, consistent with its longstanding commitment to the environment, works to meet energy consumption and demand reductions established in statewide legislation, ACT 129.

Below are brief summaries of the major programs. For full details go to www.wattchoices.com or call 1-888-928-8539.

REBATES Savings on Energy Star appliances, air conditioners, and much more, plus instant savings on light emitting diode (LED) bulbs.

ONLINE HOME ENERGY AUDIT A detailed, interactive analysis of how customers can save energy and money. Participants also will receive a complimentary energy efficiency kit.

REFRIGERATOR & FREEZER RECYCLING Receive a check for \$35 as well as free disposal of your old refrigerator or freezer.

WHOLE HOUSE-ENERGY AUDIT Take advantage of a professional energy audit and learn how you can make your home more comfortable, reduce electricity usage, and save money. Eligible customers can receive the audit at no cost.

LOW-INCOME PROGRAM Reaching out, via public service agencies, to help all customers gain the benefits of saving energy.

IF YOU DON'T HAVE WEB ACCESS ...

Please call for more information on the following programs:

- Residential Rebate Program: 1-888-465-2070
- Refrigerator/Freezer Recycling Program: 1-800-257-2510
- Instant LED Savings: 1-888-379-8231
- Whole-House Energy Audit: 1-888-998-9478



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™

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



PEOPLES

CAP - Customer Assistance Program

- Income eligibility up to 200% of the FPIG
- CAP payments are based on 8%, 9%, 10% or 11% of the monthly gross household income or budget amount if lower.
- Enrollment requirements:
 - ◇ Must be a heating account.
 - ◇ Single dwelling unit.
 - ◇ Customer must be a resident in the home.
 - ◇ If income between 151%-200% must have significant account balance.

LIURP-Low Income Usage Reduction Program

- Income eligibility up to 150% FPIG some exceptions for up to 200%
 - ◇ Must be the homeowner or have landlord approval.
 - ◇ Single family, residential heat.
 - ◇ Usage above 140 *MCF/YR*
 - ◇ Must have had service for 12 consecutive months.
- Conservation Measures
 - ◇ Attic and sidewall insulation
 - ◇ Caulking and weather stripping.
 - ◇ Heating assistance for furnace repair or replacement when necessary.

Emergency Furnace / Line Repair Program

Financial assistance to customers facing an emergency situation to repair or replace heating system or service / house lines.

- ◇ Must be a homeowner
- ◇ Single family, residential heat
- ◇ Income eligible up to 200% of the FPIG

CARES-Customer Assistance Referral Evaluation Service

- Customers with special needs such as elderly, handicapped, serious medical condition, mental health condition, learning disability, recent unemployment, single parent issues or a valid Protection from Abuse Order.
- Third Party Notification-Allows customers to designate a third party to be notified of any pending termination action.
- Eligible customers receive assessments, referrals and assistance as appropriate.

For information about any of these programs. please call:

1-800-400-WARM (9276)



Peoples Gas

(Formerly Peoples TWP)

CAP- Customer Assistance Program

- Income Eligibility up to 200% of the FPIG.
- CAP payments are based on 8%,9%,10% or 11% of the monthly gross household income or budget amount if lower.
- Enrollment requirements:
 - ◇ Must be a heating account.
 - ◇ Single dwelling unit.
 - ◇ Customer must be a resident in the home.
 - ◇ If income between 151%-200% must have significant account balance.

LIURP-Low Income Usage Reduction Program

- Income eligibility up to 150% FPIG some exceptions for up to 200%
 - ◇ Must be the homeowner or have landlord approval.
 - ◇ Single family, residential heat.
 - ◇ Usage above 120 *MCF/YR*
 - ◇ Must have had service for 12 consecutive months.
- Conservation Measures
 - ◇ Attic and sidewall insulation
 - ◇ Caulking and weather stripping.Heating assistance for furnace repair or replacement when necessary

Emergency Furnace / Line Repair Program

Financial assistance to customers facing an emergency situation to repair or replace heating system or service / house lines.

- ◇ Must be a homeowner
- ◇ Single family, residential heat
- ◇ Income eligible up to 200% of the FPIG

CARES-Customer Assistance Referral Evaluation Service

- Not a grant program.
- Customers with special needs such as elderly, handicapped , serious medical condition, mental health condition, learning disability, recent unemployment, single parent issues or a valid Protection from Abuse Order.
- Third Party Notification-Allows customers to designate a third party to be notified of any pending termination action.
- Eligible customers receive assessments, referrals and assistance as appropriate.

For information about any of these programs, please call:

1-800-400-WARM (9276)



Hardship Program Guidelines

Partnering Utility Companies:

- Columbia Gas of Pennsylvania
- Peoples Natural Gas
- Duquesne Light Company
- FirstEnergy (Met-Ed, Penelec, Penn Power, West Penn Power)
- Citizens Electric
- Wellsboro Electric
- Valley Energy
- Pennsylvania American Water

Contact your utility company for information on how to apply for Dollar Energy Fund's Hardship Program.

Guidelines are subject to change & may vary based on individual utility qualifications.

Maximum Grant

The maximum grant amount an applicant may receive is **\$500**. Applicants can only receive one grant per utility, per program year. **(10/1/2019 - 9/30/2020)**

If the maximum grant amount will not restore service or stop a termination, the application will be denied. The amount needed to restore service or stop a termination is determined by utility review.

Notification will be sent to the customer advising them that their application was denied and that the additional payment is required in order to be considered for assistance.

Grant amounts are determined by need & each household's individual circumstances.

Balance Requirement

Applicant must have an outstanding balance on their utility bill of at least **\$100**. **Senior Citizens**, age 62 and over, may have a **\$0** balance as long as there is no existing credit on the account.

Sincere Effort of Payment

Applicants must have paid at least **\$150** on their gas and electric accounts in the past 90 days. **Senior Citizens**, age 62 and over, must have paid **\$100** on their accounts.

Applicants must have paid at least **\$100** on their water account in the last 90 days. **Senior Citizens** must have paid at least **\$50**.

Exceptions may be made in cases of extreme hardship.

Application Attachments

Verification of income or proof of LIHEAP or Crisis application, when those programs are open, must be attached to all applications. A copy of the most recent utility bill with proof of minimum payment must be attached to all applications.

Additional Eligibility Guidelines

Account must be residential, single home or apartment. No "Cooking Only", commercial, industrial, or apartments with shared utility service. Name on account must be that of an adult who is currently living in the home. Grants cannot be used to cover security deposits or reconnection fees.

Agency Finder

Find an agency in your area by going to www.dollarenergy.org/need-help.

Program Dates

For customers of Peoples Natural Gas:

- **Oct. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Mar. 31, 2020:** services that are **off only**.
- Starting **Apr. 1, 2020:** open to all eligible applicants regardless of service status. **CAP customers are not eligible to receive a grant after April 1, 2020.**

For customers of Columbia Gas of Pennsylvania:

- **Oct. 1, 2019 - Oct. 31, 2019:** open to all eligible applicants regardless of service status.
- **Nov. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Jan. 31, 2020:** services that are **off only**.
- **Feb. 3, 2020 - Feb. 28, 2020:** services that are **off or in threat of termination**.
- Starting **Mar. 2, 2020:** open to all eligible applicants regardless of service status.

For all other utility companies:

- **Oct. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Jan. 31, 2020:** services that are **off only**.
- **Feb. 3, 2020 - Feb. 28, 2020:** services that are **off or in threat of termination**.
- Starting **March 2, 2020:** open to all eligible applicants regardless of service status.

If applicants are eligible and programs are open, applicants must apply for LIHEAP and CRISIS before applying for the Dollar Energy Fund Hardship Program.

Income Guidelines:

With the exception of FirstEnergy customers, total gross household income must be at or below **200%** of the **2019 Federal Poverty Income Guidelines** as shown in the chart below.

Total gross household income for **FirstEnergy** customers must be at or below **250%** of the **2019 Federal Poverty Income Guidelines** shown below:

Household Size	200% Monthly	200% Yearly
1	\$2,082	\$24,980
2	\$2,818	\$33,820
3	\$3,555	\$42,660
4	\$4,292	\$51,500
5	\$5,028	\$60,340
6	\$5,765	\$69,180
7	\$6,502	\$78,020
8	\$7,238	\$86,860
For each additional add	\$737	\$8,840

Household Size	250% Monthly	250% Yearly
1	\$2,602	\$31,225
2	\$3,523	\$42,275
3	\$4,444	\$53,325
4	\$5,365	\$64,375
5	\$6,285	\$75,425
6	\$7,206	\$86,475
7	\$8,127	\$97,525
8	\$9,048	\$108,575
For each additional add	\$921	\$11,050

Pittsburgh Water & Sewer Authority Hardship Program

To apply, contact the Pittsburgh Water and Sewer Authority at 412-255-2423. They will provide you with information on a number of different assistance programs that are available to help low-income customers.

Program Dates

Beginning **October 1, 2019**, grants are available for eligible customers for services that are **off or in threat of termination**.

Maximum Grant

The maximum grant amount an applicant may receive is **\$300**.

Applicants can only receive one grant every 12 months.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-by-case basis.

Balance Requirement

Applicant must have an outstanding balance on their utility bill of at least **\$100**. **Senior Citizens**, age 62 and over, may have an outstanding balance of at least **\$50**.

Sincere Effort of Payment:

Applicants must have paid at least **\$150** on their water account in the past three months. **Senior Citizens**, age 62 and over, must have paid **\$75** in the past three months

Application Attachments:

- A copy of the most recent PWSA bill with proof of minimum payment must be attached to all applications.
- Total gross income for all individuals living in the households.

Additional Eligibility Guidelines:

Account must be residential, single home or apartment. No "Cooking Only", commercial, industrial, or apartments with shared utility service. Name on account must be that of an adult who is currently living in the home.

Income Guidelines:

Account must be residential, single home or Total gross household income must be at or below **150%** of the **2019 Federal Poverty Income Guidelines** shown below:

Household Size	150% Monthly	150% Yearly
1	\$1,561	\$18,735
2	\$2,114	\$25,365
3	\$2,666	\$31,995
4	\$3,219	\$38,625
5	\$3,771	\$45,255
6	\$4,324	\$51,885
7	\$4,876	\$58,515
8	\$5,429	\$65,145
For each additional add	\$553	\$6,630

Additional Assistance:

PWSA also offers a monthly **Bill Discount Program**. Customers can receive a 50 percent reduction of the rate of their fixed or minimum water charges for 12 months.

Those interested in participating in the Bill Discount Program should contact Dollar Energy Fund at 1-866-762-2348.



The Dollar Energy Fund is a 501 © 3 organization in the state of Pennsylvania.

P.O. Box 42329
Pittsburgh, PA 15203
1-888-282-6816

ALCOSAN's Clean Water Assistance Fund

The Allegheny County Sanitary Authority (ALCOSAN) created its Clean Water Assistance Fund to help families afford their sewage treatment bills. This program is available to eligible residential customers within the 83 municipalities served by ALCOSAN. Dollar Energy Fund will serve as the program administrator.

Under the program, a credit of \$32 will be applied every three months to the account of an eligible customer. The credit will appear automatically every three months, even if the customer is billed monthly, bimonthly or quarterly.

Credits will be applied to a customer's account by the agencies that bill for sewage treatment services – for example, these bills may come from Pittsburgh Water & Sewer Authority, Jordan Tax Service, Wilkesburg-Penn Joint Water Authority, your municipality or some other agency.

Eligibility Requirements

You must be a sewage treatment customer of one of the 83 municipalities that are served by ALCOSAN.

Income Guidelines:

Total gross household income must be at or below **150%** of the **2019 Federal Poverty Income Guidelines** shown below:

Household Size	150% Monthly	150% Yearly
1	\$1,561	\$18,735
2	\$2,114	\$25,365
3	\$2,666	\$31,995
4	\$3,219	\$38,625
5	\$3,771	\$45,255
6	\$4,324	\$51,885
7	\$4,876	\$58,515
8	\$5,429	\$65,145
For each additional add	\$553	\$6,630

How to Apply

To apply for the Clean Water Assistance Fund, please visit one of our community-based agency partners to process your application. Find an agency in your area with by visiting www.dollarenergy.org/need-help.

Some agencies require appointments, so please contact the agency to determine if an appointment is needed at the location you prefer. Also, note that most agencies provide multiple services in addition to accepting applications for the Clean Water Assistance Fund. You may have to specifically mention that you are looking to apply for the program to be directed to the appropriate department.

You must have the following information available to complete the application.

- Copy of you water/sewage bill, which includes ALCOSAN charges
- Total gross monthly income for all in the household who are employed *
- Social security numbers for all members of the household

** If you are already eligible for an assistance program through another utility, you can use that approval to verify your eligibility.*

For additional information on ALCOSAN's Clean Water Assistance Fund, visit www.alcosan.org/CleanWaterAssistanceFund.

West View Water and Clairton Municipal Authority

Assistance programs are available for customers of West View Water and Clairton Municipal Authority. For the most up-to-date program information and eligibility guidelines, please visit www.dollarenergy.org or view details on iPartner.



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 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



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 West Penn Power 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
Monday – Thursday 8 a.m. to 8 p.m.
Friday 8 a.m. to 6 p.m.

(West Penn Power Continued)

CARES - Customer Assistance Referral Evaluation Service

- Provides assistance to customers 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 is not a grant program

**For more information on the CARES programs,
please call: 1-800-686-0021**

WARM - Low-Income Usage Reduction Program

- The program goal is to provide energy saving home improvements to income eligible customers, with the goal of making their electric bill more affordable.
- A trained energy educator conducts an in-home energy evaluation
 - Home improvements are identified to help lower customer's electric bill
 - Educator works with customer to create an energy savings plan, and provides education on ways to save electric
- Examples of energy saving home improvements:
 - Attic and/or wall insulation
 - Water heater inspection/electric hot water heater replacement
 - Caulking and weather-stripping
 - Refrigerator/freezer testing and possible replacement
 - Energy-saving light bulbs
 - Smart Power Strips
- WARM Eligibility Guidelines
 - Income must be at or below 200% of Federal Poverty Guideline
 - Must have lived in home at least 6 months
 - Electric usage requirements
 - 3250 kWh 6 month period
 - 6500 kWh annually
 - Premise has not received WARM services within the last 5 years
 - Landlord Agreement Form is required for renters, granting contractor permission to install energy saving home improvements

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

(West Penn Power Continued)

Residential PA Act 129 Programs

- Programs are open to all West Penn Power residential customers including low and limited income customers.
- Equipment must be installed in West Penn Power's service territory.
Energy Star Rebate Program: Rebates currently available for purchasing the following Energy Star appliances:
 - ◇ Refrigerators
 - ◇ Freezers
 - ◇ Clothes Washers
 - ◇ Clothes Dryers
 - ◇ Dehumidifiers

Visit www.energysavepa.com or call 1-866-498-1409

- Rebates are available for recycling your old refrigerators, freezers, air conditioners, and dehumidifiers.
 - ◇ No purchase required to receive rebates on your old appliances.
- For program guidelines and to arrange appliance pick-up and recycling, call 1-888-277-0527 or visit www.energysavepa.com/fridge.
- For a full list of energy saving programs, visit www.energysavepa.com





Community Family Support Programs utilize in-home counseling and support services to address the family's needs, ensuring that the home remains a safe and healthy environment and that the family remains intact.

Drug & Alcohol Counseling provides professional treatment services to children, teens, and adults with substance use disorders and gambling addictions.

Family Focused Solution-Based Services provide intensive in-home mental health and support services to families, helping reduce the risk of psychiatric hospitalization or out-of-home placement.

Energy Assistance Programs coordinate access to a variety of resources through Duquesne Light Company that help low- and fixed-income households maintain utility services.

Mental Health Counseling provides outpatient therapeutic treatment to help children, teens, adults, and families overcome struggles and improve their quality of life.

Parent Child Interaction Therapy improves challenging emotional and social behavior of young children, ages 2 through 7, and their relationship with their parents through therapeutic behavior management and treatment.

Holy Family Specialized Learning helps students overcome academic and behavioral challenges in a classroom setting so that they can successfully return to their home school district.

Nazareth Prep is an innovative, Catholic high school for students of all faiths that focuses on college and career preparation through project-based learning and weekly internships.

SNAP® (Stop Now and Plan) teaches children how to manage their emotions and control their behavior through proven, evidence-based techniques.

Visit Coaching builds on the strengths of families to meet the safety, developmental, and permanency needs of their children through supportive supervised coaching sessions.

We empower children and families to lead responsible lives and develop healthy, meaningful relationships built on faith, hope, and love.

Learn more about what we do at www.hfi-pgh.org.



Create a Budget. Track your goals.

Creating a budget is more important than most people realize. Our Budget Builder tool will walk you through step-by-step and help you create a balanced budget. It's that easy!

You can use our Goal Tracker tool to set up savings goals, track and monitor them with ease. It's simple to stay focused and meet the goals each month with this free tool!

Trust Advantage's free Online Budget Advisor tools to help you set up a budget and track your savings goals. Get started today!



100% FREE



Budget Builder

- Receive a personal budget analysis
- Create "what if" budget scenarios
- Finds expenses you may not have seen
- Custom printable Action Plan report
- Helps you save money and free up cash
- Info is secure and confidential



Goal Tracker

- Reminders and alerts for deadlines
- Track savings for multiple goals
- Review progress with monthly graphs
- No need to link bank accounts
- 100% safe and confidential
- Simple, visual, and practical

www.onlinebudgetadvisor.com

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Additional Services



Credit Counseling Services

- Learn to handle your finances better
- Discover where your money goes each month
- Create a balanced spending plan
- Non profit Agency
- A+ Rating with the Better Business Bureau

Debt Management Program

- Get a fresh start with a creditor approved approach
- Save thousands of dollars in interest and fees
- Eliminate your debt for good

Student Loan Counseling

- Learn about student loan repayment options
- Strategies to reduce interest
- What to do if you can't make the payment
- Affordable payment options
- Loan rehabilitation programs
- Options for student loan forgiveness

Credit Report Review Service

- Gain a complete understanding of your credit report and credit history
- Receive an explanation on how your credit score is determined by FICO
- Get a sample dispute letter for contacting the credit bureaus about inaccuracies
- Find out the steps to take when trying to correct any reporting errors
- Guidance and direction on ways to improve your credit standing
- Identify theft and fraud protection information and tips

Housing Counseling Services

- We are certified to provide Housing Counseling for PA residents
- Buying a Home? Try our Pre-purchase Counseling
- House Rich and Cash Poor? A Reverse Mortgage may be the Solution
- Behind with your Mortgage? We offer Foreclosure Prevention Counseling

Bankruptcy Counseling and Education Services

- Available online, in-person or by telephone
- Receive immediate counseling
- Certified and professional credit counselors
- Receive required bankruptcy counseling or education certificate



Yes We Offer Counseling **Online!**

Debt Counseling and Credit Counseling

We offer a free online credit counseling system so you can get on the path to becoming debt free!

Bankruptcy Certificate Credit Counseling

Need certificate to file bankruptcy? Advantage offers online pre-filing bankruptcy counseling.

Bankruptcy Certificate Educational Course

Already filed for bankruptcy and need the required pre-discharge class? Get started now with our online class.

www.advantageccs.org

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Pittsburgh Financial Empowerment Center

*Free One-on-One
Financial Counseling*

Pittsburgh's Financial Empowerment Center (FEC) offers one-on-one, professional financial counseling as a free public service. The FEC helps clients take control of their debt, deal with debt collectors, improve their credit, create a budget, increase savings, connect to safe and affordable financial products, and much more!



OUR LOCATIONS:

- Advantage CCS - 2403 Sidney St, Pittsburgh, PA 15203
- PA CareerLink - 304 Wood St, Pittsburgh, PA 15222
- Reemployment Transition Center, Allegheny County EARN - 333 Forbes Ave, Floor 2, Pittsburgh, PA 15222
- Focus on Renewal - 500 Chartiers Ave, McKees Rocks, PA 15136
- CoLab18 - 100 S Commons, #100, Pittsburgh, PA 15212
- Carnegie Library, West End - 47 Wabash St, Pittsburgh, PA 15220
- Pittsburgh Community Services Inc. - 249 N Craig St, Pittsburgh, PA 15213
- Impact PGH - 329 E Warrington Ave, Pittsburgh, PA 15210
- Carnegie Library, Carrick - 1811 Brownsville Rd, Pittsburgh, PA 15210
- Homewood-Brushton YMCA - 7140 Bennett St, Pittsburgh, PA 15208

Contact us to schedule your FREE counseling session:

Phone: 1-800-298-0237 | Email: fecinfo@advantageccs.org



PITTSBURGH
PENNSYLVANIA

NEIGHBORHOOD ALLIES

Advantage
COUNSELING SERVICES

Supplemental Nutrition Assistance Program SNAP (Food Stamps)

To locate a Food Pantry in your area and to find out if you qualify , go to
www.pittsburghfoodbank.org

**For a Free confidential screening, please call a
Community Partner listed below or
call your local County Assistance Office or
Apply on line at www.humanservices.state.pa.us/compass**

Allegheny County	412-460-3663, ext. 220 OR 412-431-8960 OR 1-866-395-3663	SW PA Food Security Partnership OR Just Harvest OR Hunger Services-Urban League
Beaver/Butler/Greene/ Lawrence/Washington/ Westmoreland County	1-866-395-3663	Hunger Services- Urban League of Greater Pittsburgh
Armstrong County	724-548-5764	Armstrong County Community Action
Cambria/Indiana County	1-814-889-5831 724-219-9618	Greater Pittsburgh Community Food Bank
Fayette County	724-437-6050, Ext. 3252	Fayette Co. Community Action Agency
Somerset County	814-443-1901 Ext. 2905	Family Health Council of Central PA





Family Services of Western Pennsylvania, established in 1885, impacts the lives of more than 30,000 individuals and families each year.

We deliver innovative and integrated care in the areas of behavioral health, intellectual and developmental disabilities and family life solutions for:

Children and Teens

- School-based programs
- Drug & Alcohol Teen Education
- Outpatient mental health counseling
- Transition-age programs (transitioning into adulthood)
- Crisis Intervention Services

Families and Parents

- Education and Resources for better parenting
- Court-ordered parenting classes and Jail-related Services
- Outpatient mental health counseling
- Drug & Alcohol Counseling
- Family-Based Counseling
- And more

Adults and Seniors

- Outpatient mental health counseling
- Drug & Alcohol Counseling
- Psychiatric Rehabilitation
- Partial Hospitalization
- Financial Assistance Services (Ways to Work, Rep. Payee)
- In-home Safety Checks and Care Management for Older Adults
- Medicare Counseling Services
- And more

No matter the program, one thing is constant:
Our mission to

Empower people to reach their full potential.

Point of Entry for Services: 1-888-222-4200

Web: fswp.org



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*Managing Utility Programs to Serve
Income-Eligible Customers for:*

- Emergency Gas Repairs
- Electricity Conservation
 - Home Weatherization
 - Water Conservation
 - Plumbing Repairs
- Consumer Education

Non-Profit Home Performance Experts for 40 Years
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I need help with:

- Feeding my family.
- Becoming a volunteer.
- Getting taxes done.
- Avoiding eviction.
- Caring for my grandmother.
- Keeping my heat on.
- Joining the workforce.
- Finding a summer camp
- Protecting a friend.

I can help with:

- All of the above.



Call 2-1-1

It's your friendly-neighborhood-24-hour-professionally-staffed hotline for help with human services. If you need help, info or referrals in your community, call 2-1-1 first.



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

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.