



ENERGY & UTILITY ASSISTANCE RESOURCES

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities to ensure 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.

The Pennsylvania Public Utility Commission’s Office of Communications offers an online electric and gas shopping tool for consumers through www.PAPowerSwitch.com and www.PAGasSwitch.com. Both websites allow consumers to enter their zip codes to see the competitive offers and prices available in their area. Other features include: a Spanish language companion site, consumer alerts emails, weekly updates on suppliers and prices; a printable version of the zip code-searchable supplier list; fact sheets; and tips on ways to save energy. For consumers without internet access, this information can be mailed upon request. PUC fact sheets, brochures, speaking engagements, roundtable discussions and conferences are other successful ways to help consumers shop wisely for utility services or learn about energy assistance programs. These events are conducted by our Senior Communications Specialists – [Christina Chase-Pettis](#) and [Shari A. Williams](#).



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For more information or to schedule an educational workshop, seminar, staff training, consumer education event, presentation or speaking engagement, please contact our specialists directly.

To find more information on upcoming events, check out the Consumer Education Events Schedule on the PA PUC’s website at www.puc.pa.gov



**For informal complaints or termination issues,
please contact the PUC’s Bureau of Consumer Services (BCS)
Toll-Free Hotline at 1-800-692-7380.**



Scan for Utility Assistance Program Descriptions

BUDGET BILLING

All residential customers may contact their electric or natural gas company and request budget billing at any time. Each monthly bill will be the same amount. The company may adjust the bill four times a year, up or down, depending on the customer's usage.

CUSTOMER ASSISTANCE PROGRAM (CAP)

CAPs can lower your monthly utility bill and may remove the amount you already owe. Each company has a CAP, and they work with the customer to determine what they can pay versus the cost of energy used.

CUSTOMER ASSISTANCE REFERRAL & EVALUATION PROGRAM (CARES)

The CARES program helps customers with special needs. This program may help you find ways to pay your utility bill.

HARDSHIP FUNDS

Utility companies have hardship funds that 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 funds make payments directly to companies on behalf of eligible customers.

LOW-INCOME USAGE REDUCTION PROGRAM (LIURP)

LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month.

ASSISTANCE QUALIFICATIONS

Customers must meet certain income limits and be payment-troubled to qualify for CAP, CARES, LIURP and Hardship Funds. Payment-troubled usually means customers have made a payment agreement with the company. The income levels are slightly higher for LIURP, CARES and Hardship Funds. Customers who meet these limits should call their local electric or natural gas company for details to see if you qualify.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP is a federal program that provides financial assistance to low-income households to pay energy bills. In Pennsylvania, LIHEAP is administered by the PA Department of Human Services (DHS) and consists of three 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 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. Your household income must be within certain limits to qualify. These limits are listed on the DHS website at www.dhs.pa.gov.

If you have more questions about LIHEAP, you may call your local county assistance office
or the toll-free LIHEAP hotline at 1-866-857-7095
(individuals with hearing impairments may call the TDD number at 1-800-451-5886).

UTILITY PHONE NUMBERS

Columbia (CAP) - (800) 537-7431
Duquesne (CAP) - (888) 393-7600
NFG (LIRA) - (800) 365-3234
PECO (FCO CAP) - (800) 774-7040
Penelec (PCAP) - (888) 282-6816 (Dollar Energy Fund)
Penn Power (PCAP) - (888) 282-6816 (Dollar Energy Fund)
Peoples Natural Gas (CAP) - (800) 400-WARM (9276) formerly Peoples and Equitable Divisions or Peoples TWP
PGW (CRP) - (215) 235-1000
PPL (OnTrack) - (800) 358-6623
UGI Utilities - Electric (CAP) - (800) 844-9276
UGI Utilities - Gas (CAP) - (800) 844-9276
West Penn Power (PCAP) - (888) 282-6816
Pennsylvania American Water - (888) 282-6816 (Dollar Energy Fund)
AQUA Delaware County - (610) 874-8451 or (610) 583-9133 (Wed. Only) Montgomery County - (610) 277-6363 CADCOM ext. 118 All Other Counties and for ALL Questions - (800) 360-2998
National Association of Water Companies (NAWC) - (202) 833-8383
Pennsylvania Infrastructure Investment Authority (PENNVEST) - (717) 787-8137
Pennsylvania One Call System Inc. - (800) 242-1776
Pennsylvania Rural Water Association - (814) 353-9302 or prwa@prwa.com
Pittsburgh Water & Sewer Authority - PWSA (PGH2o) - (866) 762-2348 (Dollar Energy Fund)
Veolia Water (CARES) Cumberland & Dauphin Counties - (717) 564-3662 Columbia, Luzerne, Perry, Schuylkill, Wyoming and York counties (888) 299-8972
York Water Cares (YWC) - (800) 750-5561 or (717) 845-3601

To view each utility's Universal Service Plan in detail,
please go to: www.puc.pa.gov and select the appropriate utility company.

For further information,
contact the Public Utility Commission.
Call: 1-800-692-7380
For people with speech or hearing loss, dial 7-1-1
(Telecommunications Relay Service).

Write:
PA Public Utility Commission
Bureau of Consumer Services
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120



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