



PAPUC
presents

Be UtilityWise

Tri-Region - Harrisburg

2023

Pathway to Resiliency

Universal Service & Conservation Programs

Booklet Information Provided By:

- AQUA
- Columbia Gas
- Met-Ed/FirstEnergy
- PA American Water
- PPL Electric Utilities
- UGI
- Veolia
- Central Pennsylvania Food Bank
- PA 2-1-1
- PA Department of Banking & Securities
- PA Public Utility Commission
- PA Office of Consumer Advocate
- PA Utility Law Project
- Tri-County Community Action

**“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

400 North Street
Harrisburg, PA 17120

1-800-692-7380

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

www.puc.pa.gov

FOLLOW US ON SOCIAL MEDIA





What the Pennsylvania Public Utility Commission Regulates



The PUC has jurisdiction over about 20 natural gas utilities. Bottled propane gas, as well as most utilities owned and operated by cities, boroughs or townships, do not fall under the PUC.



The PUC has jurisdiction over intrastate, local, toll and access telephone services and providers. Additionally, the Commission regulates availability and speed of internet service offered by traditional local telephone companies, per Chapter 30 of the Public Utility Code.



The PUC has jurisdiction over 11 electric distribution companies. Rural electric cooperatives and most utilities owned and operated by cities, boroughs or townships are not regulated by the Commission.



The PUC has jurisdiction over more than 120 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, except for rates and service to customers outside municipal boundaries.



The PUC conducts regular inspections of railroad track; motive power & equipment; operating practices; hazardous materials; and signal & train control, working in conjunction with the Federal Railroad Administration. Additionally, the PUC oversees highway-railroad crossings throughout Pennsylvania.



The PUC regulates motor carriers that transport property, passengers and household goods such as taxis, moving companies and limousines, and Transportation Network Companies such as Uber and Lyft. It also conducts inspections on the vehicles used for these services.



The PUC conducts inspections on pipelines operated by public utilities that fall under PUC jurisdiction and 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.

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 Relay Service)

Go Online

www.puc.pa.gov

consumered@pa.gov





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

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(Telecommunications Relay Service)

Website

www.puc.pa.gov

Email

consumered@pa.gov



HAVING TROUBLE PAYING YOUR MONTHLY BILLS?

We're here to help.



WE KEEP LIFE FLOWING®



For more than 30 years, Pennsylvania American Water has been assisting customers who qualify through its **H2O Help to Others Program™**.

If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are some of the programs we offer to help keep your life flowing:

FINANCIAL ASSISTANCE

Through our H2O Help to Others Program™, we offer financial assistance for water and wastewater customers who qualify.

Water Service Assistance

- **Grants of up to \$500** per household per year.
- **A 40% to 80% discount on the monthly service fee and a 25% to 80% discount on the monthly volumetric charges.**
- **Water-saving devices and education.** The water-saving kit includes a low-flow shower head, faucet aerators, toilet tank diverter and non-toxic leak-detecting dye tablets. Also included is an educational booklet that explains how to install the devices and provides helpful tips on how to save water inside and outside the home, so customers can take an active part in reducing their water bill through wise water use.

Wastewater Service Assistance

- **Grants of up to \$500** per household per year.
- **A 30% to 80% discount on the total wastewater charges.**

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Our customers are at the center of everything we do. We never forget that at the end of every water pipe, there's a family depending on us to provide this important service.

Justin Ladner, President
Pennsylvania American
Water

Para obtener información sobre nuestros programas de asistencia a los clientes en español, visite pennsylvaniaamwater.com. Seleccione Programas de asistencia para clientes en Servicio al cliente y facturación. Pennsylvania American Water también brinda servicios de traducción al español a través del Servicio al cliente. Llame al 1-800-565-7292.

DO YOU QUALIFY?

To qualify for the grant programs, customers must have annual household incomes at or below 200 percent of the Federal Poverty Income Guidelines (FPIG). For the discount programs, the amount of the discount falls within three tiers. To learn more about the income requirements, scan the QR code.



HOW TO APPLY

Grants:

- Apply online at dollarenergy.org/myapp
- Visit dollarenergy.org to find the organization in your community where you can apply
- Call Dollar Energy Fund at 1-888-282-6816

Discounts: Call Dollar Energy Fund at 1-888-282-6816

OTHER BILLING ASSISTANCE

- **Installment Plans:** You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay.
- **Budget Billing:** This is a free service that helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.

To see if you are eligible or to apply for an installment plan or budget billing: Visit MyWater at amwater.com/mywater. Select Payment Assistance.

Payment Assistance

- Budget Billing
- Installment Plans (Pay over time)
- One Time Extension
- Preferred Due Date
- Medical Holds

See Options

LEARN MORE ONLINE

- **Pennsylvania American Water:** Scan the QR code or visit pennsylvaniaamwater.com. Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org





Aqua Customer Assistance Program

Water & Wastewater

❖ Bill Discounts

	Fixed Charge Discounts	First 2,000 Gallons
0 to 100% FPL	100% water 75% wastewater	100% discount
101 to 150% FPL	100% water 65% wastewater	50% discount
151 to 200% FPL	100% discount 50% wastewater	0% discount

❖ Arrearage Forgiveness

- ✓ \$25 credit towards pre-program balance for each timely monthly payment.

Enroll with Dollar Energy Fund!

- **Dollar Energy offers an online application at its website www.dollarenergy.org/myapp.**
- **Call Dollar Energy toll free at 1-888-282-6816 to apply**



Need Help with Your Water Bills

A financial crisis can happen to anyone, regardless of age, income or family situation. These challenges are often due to unforeseen circumstances, such as a job loss or illness. We understand, and we're here to help. Veolia Cares, a water assistance program created by Veolia and New Jersey SHARES, provides relief to people facing temporary financial crisis. Veolia Cares is available for Pennsylvania residential customers.

Eligibility Requirements

The program is available to residential customers who:

- Have established water service with Veolia
- Are experiencing a financial crisis, such as a job loss or illness
- Have made a good faith payment of at least \$20 within 90 days of applying

Veolia Cares is financially supported by Veolia and administered in PA by New Jersey SHARES, a non-profit organization that provides assistance to eligible households for paying their energy, telephone, internet, and water bills.

For more information about Veolia Cares, or to apply for a grant, please visit cares.veolia.org, or contact us toll free at 1-888-942-8080.



PCAP – PENNSYLVANIA CUSTOMER ASSISTANCE PROGRAM

PCAP helps residential customers maintain electric service and eliminate their past-due balance. The goal of this program is an affordable bill.

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 income verification and identification of all household members as scheduled or when there are household income changes. Some income sources require reverification at different intervals.
- Must participate in LIHEAP and WARM, if eligible.
- The person whose name is on the electric account must live in the household.
- While enrolled, customers cannot participate in the Electric Choice Program.

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.
- Before application is submitted, previous PCAP participants will be advised of any balance still due after re-enrollment

Customer can apply online or phone.

Online: www.pabillassist.com

Phone: Dollar Energy Fund 888-282-6816

Customers can submit income documentation via mail, Fax or through the online application PA Bill Assist.

Mail: Dollar Energy Fund at PO Box 42329 Pittsburgh, PA 15203

Fax: 412-515-1661

Online: www.pabillassist.com



Customer Assistance & Referral Evaluation Services Program (CARES)

CARES provides assistance on a short-term basis to payment-troubled residential customers who are experiencing a temporary hardship. Based upon the circumstances, company CARES representatives make referrals to social agencies and provide information on appropriate company and/or external programs.

For customers to apply:

Met-Ed/Penelec - Call 800-545-7741 or contact us via the corporate website
Penn Power - Call 800-720-3600 or contact us via the corporate website
West Penn Power - Call 800-686-0021 or contact us via the corporate website

Dollar Energy Fund

The Dollar Energy Fund is an emergency hardship fund designed to help residential customers who have suffered a recent financial hardship and need temporary help in paying their electric bill. Income guidelines apply.

Program availability: Opens October 1 and remains open until funds are exhausted.

To apply:

Contact Dollar Energy:

<https://www.dollarenergy.org/need-help/application-process/>

Dollar Energy Assistance Agency Finder:

<http://www.hardshiptools.org/AgencyFinder.aspx>



WARM Program - Low Income Usage Reduction Program (LIURP)

The WARM Program can help income qualified customers that are at or below 200% of the federal poverty income guidelines lower their electric bills, and keep their homes more comfortable in the winter and summer months. It is available to both homeowners and renters if the home was not served within the last 5 years.

Customers participating in WARM:

1. Receive an in-home energy evaluation.
2. Work with a trained energy educator to create an energy-savings plan.
3. Have the opportunity to receive energy-saving items such as:
 - o Caulking and weather-stripping
 - o Refrigerator/freezer replacement
 - o Electric water heater inspection
 - o Energy-saving light bulbs

The specific improvements eligible to be received will be determined during the home energy evaluation. No payment is required for these installations/ services.

Program availability: Open year-round

To apply:

Online: www.pabillassist.com

Phone: Dollar Energy Fund 888-282-6816



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 Electric customers with limited incomes. The program offers a reduced monthly payment based on family size, income and heating source, and a chance to erase any debt a customer owes. 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, visit pplelectric.com/ontrack or call 1-800-358-6623.

PPL Electric Utilities' Fuel Fund Program - Operation HELP

Operation HELP is PPL's fuel fund that helps pay the electric bills of low-income customers. The fund is supported by donations from PPL, its customers, and employees. To be eligible for Operation HELP, a household must be below 250% of federal income poverty guidelines. To apply, visit pplelectric.com/OperationHelp or call at 1-800-358-6623.

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 serious illness, injury, loss of spouse, or a significant decrease in household income. CARES can protect a customer's account from shut-off for a temporary period and also provides referrals to other programs. There is no income requirement. To apply or refer a person for CARES, call 1-800-342-5775.



PPL Electric Utilities

PPL Electric Utilities' Weatherization Program - WRAP

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

An energy educator works in-person or remotely* 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 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 5 years.

WRAP is available to homeowners and renters as well as those who live in multi-family or manufactured home complexes. Landlord consent is required for certain measures. For more information or to apply, visit pplelectric.com/WRAP or call 1-888-232-6302.

**Remote program is done by phone interview and customers are sent a package of energy efficiency measures based on the interview. In person, the auditor will install measures at the time of the appointment.*

Master-Metered Apartments

Low-income residents within these buildings receive a range of free WRAP measures. PPL Electric 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

Energy Efficiency 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 \$50.00 rebate check.

- The customer must have an individual account with PPL Electric Utilities where the unit is being picked up.
- The refrigerator or freezer must be in working condition and between 10 and 30 cubic feet in size.
- The customer will receive an additional \$10.00 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 on a wide variety of **ENERGY STAR**® certified products, and high-efficiency upgrades. All appliances must be installed in PPL Electric Utilities' service area. For more information or to apply, visit pplelectric.com/savings or call 1-877-486-9204.

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

Free Virtual Home Energy Assessment

Visit pplelectric.com/VirtualAssessment to schedule a free 30-minute remote phone consultation with a trained energy advisor. The assessment offers a personalized report showing where a PPL Electric customer's home is using the most electricity, along with energy-saving recommendations and rebates for which the customer may be eligible. Customers who complete the assessment also receive a free energy savings kit.

PPL Electric Utilities also offers a more in-depth In-Home Audit with a certified contractor, which is often the best way to kick-start savings and maximize home comfort. For more information, visit pplelectric.com/HomeAudit.

Online Marketplace

Shop the PPL Marketplace for exclusive instant discounts on energy-efficient products at pplelectric.com/marketplace.



PPL Electric Utilities

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 burning.
- Check furnace filters monthly during the heating or cooling season and change or clean them as necessary.
- Use electric space heaters sparingly.

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.

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 to 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 slow cooker 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 cell phone chargers when fully charged or not in use.

LAUNDRY APPLIANCES

- Wash and rinse full loads of laundry in cold water.
- Air-dry laundry (clothesline or drying rack) when possible.
- Clean the lint trap 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 one or two clean tennis balls in the dryer to create air spaces between bundles of wet clothing.

OTHER

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



Energy to do more®

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



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



HELP *When You Need It Most*

If you are struggling financially, we want to help you through the process of finding the assistance you need. Support is available through a variety of programs.

CUSTOMER ASSISTANCE PROGRAM (CAP)

This program offers affordable payment plans for income eligible customers. CAP can help with long-term solutions to chronic bill payment challenges. Income must be at or below 150% FPIG. To get started, **call us at 1-800-537-7431** or **apply online at HardshipTools.org/MyApp**.

CUSTOMER ASSISTANCE REFERRAL & EVALUATION SERVICE (CARES)

We know that life can sometimes surprise you with the unexpected, but we offer a helping hand during temporary hardships. CARES can help with basic budget counseling, customized payment plans, and referrals to energy grant programs and community resources.

SECURITY DEPOSIT ASSISTANCE FUND (SDAF)

You could receive financial help when a security deposit is required for establishing utility service. This may be awarded once within a 12-month period on a first-come, first-served basis and doesn't have to be paid back.

EMERGENCY REPAIR PROGRAM (ERP)

This program provides assistance for repair or replacement of gas furnaces, water heaters, gas lines and space heaters serving as the primary heat source for a home. This program is designed to address emergency situations that involve unsafe conditions for our customers who own and live in their home. Funds are limited on an annual basis.



**FOR INFORMATION ABOUT ANY OF THESE
PROGRAMS, CALL 1-888-460-4332**

The Pennsylvania Office of Consumer Advocate



PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

The Pennsylvania OCA is a state agency that represents the interests of Pennsylvania utility consumers. We encourage consumers to contact the OCA with questions, concerns or problems regarding your electric, natural gas, telecommunications, water or wastewater service.

555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
1-800-684-6560 or 717-783-5048
consumer@paoca.org
X: @pa_OCA Facebook: @pennoca



Pennsylvania Utility Law Project

118 Locust Street
Harrisburg, PA 17101

Email: pulp@pautilitylawproject.org

Website: <http://www.pautilitylawproject.org/>

PULP's mission is to secure just and equitable access to safe and affordable utility services for Pennsylvanians experiencing poverty. We work to achieve this mission by empowering individuals and communities through representation, education, advocacy, and support services.

Advocates assisting low income consumers with utility-related issues may contact PULP for free case consultations and technical assistance.



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

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

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

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)

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 717-232-9757

Helping People. Changing Lives.

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



Low-Income Home Energy Assistance Program

HELP KEEPING YOUR HOME WARM & SAFE



dhs.pa.gov/LIHEAP



LIHEAP





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

Protect Yourself. Protect Your Money.

If you have fallen victim to a financial scam,
you are not alone.



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

1.800.PA.BANKS
1.800.722.2657



pennsylvania
DEPARTMENT OF BANKING
AND SECURITIES

www.dobs.state.pa.us

CENTRAL
PENNSYLVANIA

FOOD BANK

No One Should Be Hungry



MEMBER OF
**FEEDING
AMERICA**

MEMBER OF
**FEEDING
PENNSYLVANIA**

SNAP HELPLINE | 1.877.999.5964

The Central Pennsylvania Food Bank offers
SNAP application assistance through our toll free
line Monday through Friday 8am - 4:30pm

CALL TODAY AT 1.877.999.5964.

Our associates are also trained to locate additional
food assistance through our network of 1,100
agency partners.



centralpafoodbank.org

#CallUtilitiesNow

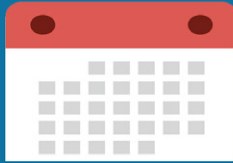


PAST-DUE BALANCES



Call utilities to address overdue bills and accumulated balances.

ASSISTANCE PROGRAMS



Call utilities to enroll in customer assistance programs & other resources.

PAYMENT PLANS



Call utilities to review payment plan options to stay current & connected.

#CallUtilitiesNow

Direct conversations between customers and utilities are the best "first step" for any Pennsylvania household or business faced with financial hardship or other challenging circumstances and struggling to pay their utility bills.



**Contact Your
Utility Today!**



SCAN HERE



Pennsylvania Public Utility Commission
Bureau of Consumer Services
1-800-692-7380 (Please call your utility first!)
For people with speech or hearing loss, dial 7-1-1. (Telecommunications Relay Service)

www.puc.pa.gov
consumered@pa.gov



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



Pennsylvania Public Utility Commission



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Pennsylvania_PUC



Scan for Utility Assistance Program Descriptions

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

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.

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



NEED HELP WITH YOUR ENERGY BILLS?



The Public Utility Commission requires utilities to have programs and protections that help limited-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 limited-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 limited-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.

LIHEAP and Hardship Funds also are Available!



Low-Income Home Energy Assistance Program (LIHEAP):

LIHEAP provides financial assistance to income-qualifying households to pay energy bills. LIHEAP is a federal program administered by the Pennsylvania Department of Human Services (DHS) and consists of three components:

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

NOTE: Limited-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.

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.

CALL US For More Information !!!



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ConsumerEd@pa.gov





¿NECESITA AYUDA PARA PAGAR LAS FACTURAS



La Comisión de Servicios Públicos exige que se implementen programas y medidas de protección en relación con los servicios públicos que ayuden a que los clientes de ingresos limitados conserven sus servicios públicos. Estos programas podrían ayudarle a pagar las facturas de servicios públicos o a reducir su consumo de energía o gas natural.

La empresa local de energía o de gas natural puede darles distintos nombres a los programas, pero cada empresa cuenta con los que aparecen más adelante. Aquí encontrará algunos consejos que le ayudarán a conservar el calor, reducir sus facturas de calefacción y que le indicarán a quién llamar cuando necesite ayuda.



Facturación presupuestada: todos los clientes residenciales se pueden comunicar con su empresa de energía o de gas natural para solicitar en cualquier momento una facturación presupuestada. Este método de facturación se basa en el consumo de energía del cliente durante los últimos 12 meses, a fin de determinar una cantidad "promedio" fija, la cual se facturará mensualmente. La empresa de servicios públicos puede ajustar este promedio cuatro veces al año, hacia arriba o hacia abajo, dependiendo del consumo del cliente.



Programa de asistencia al cliente (CAP): la empresa de servicios públicos y un cliente de ingresos limitados con problemas para realizar los pagos acuerdan el Programa de asistencia al cliente, a fin de pagar las facturas de servicios públicos de acuerdo con el tamaño del hogar y los ingresos familiares brutos. Los clientes del CAP acuerdan realizar pagos mensuales regulares, que generalmente son menores que la factura actual, a cambio de gozar de servicios públicos de manera continua.



Servicios de recomendación y evaluación para asistencia de clientes (CARES): el programa de Servicios de recomendación y evaluación para asistencia de clientes (CARES) ayudará a los clientes con necesidades especiales. Estos clientes son consumidores que están pasando por emergencias familiares, divorcio, desempleo o emergencias médicas. El objetivo del programa es brindar apoyo y orientación para ayudarles a los clientes a que paguen sus facturas de servicios públicos.



Programa de reducción de consumo de bajos ingresos (LIURP): el Programa de reducción de consumo de bajos ingresos (LIURP) ayuda a que los clientes residenciales de ingresos limitados reduzcan la cantidad de energía o gas natural que consumen mensualmente. La empresa de servicios públicos puede proporcionarle climatización de su vivienda de manera gratuita. Es posible que un representante de dicha empresa lo visite en su hogar para instalar sistemas de ahorro energético, a fin de ayudarlo a reducir su factura mensual.

¡También están disponibles el LIHAP y los fondos para dificultades económicas!



Programa de asistencia de energía para hogares de bajos ingresos (LIHEAP): el Programa de asistencia de energía para hogares de bajos ingresos (LIHEAP) les brinda asistencia financiera a los hogares según sus ingresos para que puedan pagar las facturas de energía. El LIHEAP es un programa federal administrado por el Departamento de Servicios Humanos de Pennsylvania (DHS) y consta de tres componentes:

- **Beneficios en efectivo:** ayudan a que los clientes de ingresos limitados paguen la factura de energía de su hogar.
- **Beneficios por crisis:** ayudan a que los clientes de ingresos limitados atiendan sus situaciones de emergencia en el hogar y a restaurar los servicios en caso de que se suspendan.
- **Climatización:** ayuda a que los clientes, según sus ingresos limitados, reduzcan su consumo de energía al realizar mejoras en su hogar.

NOTA: los clientes de ingresos limitados que cumplan los requisitos para recibir beneficios en efectivo o beneficios por crisis pueden recibir ambos beneficios. Para obtener más información, comuníquese con su oficina de asistencia del condado local o con el DHS al: 1-866-857-7095.



Fondos para dificultades económicas: los fondos de las empresas de servicios públicos para dificultades económicas les ofrecen a sus clientes asistencia económica en efectivo para ayudarlos a pagar sus facturas de servicios públicos. Los fondos para dificultades económicas les ofrecen subvenciones de asistencia a los clientes que no cumplen los requisitos de otros programas de asistencia financiera o aquellos que tienen la imperiosa necesidad de recibir ayuda después de agotar los demás recursos. El fondo les paga directamente a las empresas en nombre de los clientes elegibles. Para obtener más información, comuníquese con su empresa local de servicios públicos.

NOTA: para poder participar en uno de los programas (CAP, CARES, LIURP, LIHEAP y el fondo para dificultades económicas), debe cumplir ciertos límites de ingresos y constatar que tiene problemas para realizar pagos. Llame a su empresa local de servicios públicos para obtener más información y saber si cumple los requisitos.

Si usted o alguien que conozca no cuenta con servicios públicos, o ha recibido un aviso de suspensión, ¡llame primero a su empresa local de servicios públicos para solicitar ayuda! La mayoría de las empresas de servicios públicos cuentan con programas de asistencia de energía para hogares a fin de ayudar a los clientes necesitados.

Su empresa de servicios públicos le colaborará y le explicará qué programas le pueden ayudar, dependiendo de sus ingresos o sus dificultades

¡¡¡LLÁMENOS para obtener más información!!!

PAPUC

La Comisión de Servicios Públicos de Pennsylvania
1-800-692-7380

Para las personas con impedimentos del habla o auditivos,
marquen el 7-1-1 (servicio de retransmisión de telecomunicaciones)

www.puc.pa.gov
ConsumerEd@pa.gov





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 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.



Pennsylvania Public Utility Commission

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Visit our website: www.puc.pa.gov

Contact our consumer educators at: ConsumerEd@pa.gov



December 2022

Obtenga más información sobre los medidores inteligentes y la Ley 129, y adquiera los productos de su proveedor, en www.PAPowerSwitch.com



El primer y más importante paso para asegurar la comodidad en su hogar es sellar las fugas de aire.



Puede reducir el consumo de agua caliente al mínimo si lava únicamente con cargas completas en las lavadoras y lavaplatos.



Si su secadora de ropa tiene función de ciclo automático, utilícela, porque secar la ropa más de lo necesario la desgasta y aumenta el consumo de energía.



Revise y limpie ocasionalmente la rejilla de escape de su secadora, y retire las pelusas después de cada carga.



Aísle térmicamente todas las puertas y ventanas, o instale puertas y ventanas contra tormentas, para prevenir las corrientes de aire.



Si mantiene el termostato en 68 grados durante el invierno, por cada grado que eleve o reduzca la temperatura, podrá notar una diferencia de hasta el 3 % en el costo de la energía.



Si bloquea o restringe el flujo de aire al colocar muebles sobre los registros de refrigeración o calefacción, su sistema de calefacción y de aire acondicionado tendrá que trabajar más duro.



Puede organizar un plan de pago de sus facturas de invierno que distribuya los pagos durante el año, no solo durante los meses de esa temporada. Comuníquese con la empresa de energía o de gas y dígales que está interesado en la facturación presupuestada.



Podrá disfrutar de grandes ahorros si reduce la temperatura del agua a 120 grados en su calentador de agua.



Puede envolver el tanque del agua caliente con una manta térmica para regular la temperatura y reducir la pérdida de calor.



Por seguridad, envuelva únicamente los costados de los tanques a gas. Envuelva los costados y la parte superior de los tanques eléctricos.



El aire se filtra y escapa de su hogar alrededor de la tubería, el cableado, las puertas, las ventanas, y en los lugares donde las paredes y el techo se unen.



No contar con un aislamiento térmico adecuado podría costarle \$50 o más al año en pérdidas de energía.



Lavar la ropa con agua fría no solo evita que se encoja y se destiña, sino que reducirá el costo de su factura de energía.



Ducharse durante siete minutos o menos usando una regadera de bajo caudal de dos galones por minuto es más eficiente que tomar un baño en una tina llena de agua.



Es necesario que usted o que un profesional hagan el mantenimiento de rutina de su horno para que siga funcionando de forma segura y eficiente.



Instale un termostato programable que reduzca la temperatura cuando duerme y que la aumente automáticamente justo antes de que despierte.



Si baja la temperatura del termostato y la vuelve a aumentar después, consume mucha menos energía que si la mantiene igual todo el tiempo.



Cuanto más tiempo tenga apagado el aire acondicionado, más dinero ahorrará.



Un espacio de un cuarto de pulgada en la base de una puerta exterior de tres pies de ancho deja filtrar tanto aire como un agujero de tres pulgadas en una de las paredes de su hogar.



Comisión de Servicios Públicos de Pennsylvania

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1-800-692-7380

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Visite nuestro sitio web: www.puc.pa.gov

Comuníquese con nuestros educadores de consumidores en: ConsumerEd@pa.gov



Diciembre del 2022



**GET CONNECTED.
GET HELP.**

COMPLETELY CONFIDENTIAL • FREE • ACCESSIBLE 24/7 • 180 LANGUAGES

211 specialists can connect you with a wide range of resources and services. Contact us today to get expert, caring help with food, health care, housing and utilities payment assistance, employment services, veteran services, childcare, crisis and emergency counseling, disaster assistance, and more.

Call 211 for immediate assistance, visit [PA211.org](https://www.pa211.org) or text your zip code to 898-211 for more information.



**CONÉCTESE.
OBTENGA AYUDA.**

CONFIDENCIAL • GRATUITO • DISPONIBLE 24/7 • 180 IDIOMAS

Los especialistas de 211 pueden conectarle con una amplia variedad de recursos y servicios. Nuestro experto y amable personal está disponible para ayudarle con alimentos, salud médica, facturas de vivienda y utilidades, servicios de empleo, servicios para veteranos, cuidado de niños, asistencia en caso de desastre, y más.

Llame 211 para obtener más información o visite [PA211.org](https://www.pa211.org).



2023 Poverty Guidelines for Pennsylvania*

Monthly Gross Income

Household Size									
	1	2	3	4	5	6	7	8	each additional
Percent of Poverty									
50%	\$608	\$822	\$1,036	\$1,250	\$1,464	\$1,678	\$1,893	\$2,107	\$214
100%	\$1,215	\$1,643	\$2,072	\$2,500	\$2,928	\$3,357	\$3,785	\$4,213	\$428
150% LIHEAP/CAP	\$1,823	\$2,465	\$3,180	\$3,750	\$4,393	\$5,035	\$5,678	\$6,320	\$643
200% Dollar Energy Fund	\$2,430	\$3,287	\$4,143	\$5,000	\$5,857	\$6,713	\$7,570	\$8,427	\$857
250%	\$3,038	\$4,108	\$5,179	\$6,250	\$7,321	\$8,392	\$9,463	\$10,533	\$1,071
300%	\$3,645	\$4,930	\$6,215	\$7,500	\$8,785	\$10,070	\$11,355	\$12,640	\$1,285

*Poverty guidelines are updated annually in February.