



# ENERGY & UTILITY ASSISTANCE RESOURCES

The Pennsylvania Public Utility Commission is committed to providing accessible and comprehensive information to all consumers. We strive to balance the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates. Our goal is to protect the public interest, educate consumers to make independent and informed utility choices, further economic development, and foster new technologies and competitive markets in an environmentally sound manner.

The Pennsylvania Public Utility Commission’s Office of Communications offers a valuable online electric and gas shopping tool for consumers through [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.PAGasSwitch.com](http://www.PAGasSwitch.com). These websites allow consumers to conveniently view their area’s competitive offers and prices by simply entering their zip codes.

Other features include a Spanish-language companion site, consumer alert emails, weekly updates on suppliers and prices, and a printable version of the zip code-searchable supplier list.

Our fact sheets and tips on saving energy can be found here: <https://www.puc.pa.gov/about-the-puc/consumer-education>.

Our senior Communications Specialists, Christina Chase-Pettis and Shari A. Williams, curate and present these resources, bringing a wealth of knowledge and experience to these events.



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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. We offer a variety of events to cater to your interests and needs. You can find our consumer education services request form here:

[https://www.puc.pa.gov/media/3039/consumer\\_education\\_services\\_request\\_form.pdf](https://www.puc.pa.gov/media/3039/consumer_education_services_request_form.pdf)



Pennsylvania Public Utility Commission



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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**

Our budget billing program is designed to accommodate all residential customers. You can contact your electric or natural gas company and request budget billing anytime. Each monthly bill will be the same amount, providing you with predictability. Depending on your usage, the company may adjust the bill four times a year.

## **CUSTOMER ASSISTANCE PROGRAM (CAP)**

CAPs can lower your monthly utility bill and remove the amount you 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 are used to make payments directly to companies for 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**

To qualify for CAP, CARES, LIURP, and Hardship Funds, customers must meet certain income limits and be payment troubled. Payment trouble 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 they 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](http://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)<br>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<br>Delaware County - (610) 874-8451 or (610) 583-9133 (Wed. Only)<br>Montgomery County - (610) 277-6363 CADCOM ext. 118<br>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)<br>Cumberland & Dauphin Counties - (717) 564-3662<br>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](http://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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