



**This Booklet Includes:  
Universal Service Programs &  
Human Service Resources**



**Embracing Collective Solutions:  
Empowering Stability in Our Communities**

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



# PAPUC

## OUR MISSION

The mission of the Pennsylvania Public Utility Commission is to balance the needs of consumers and utilities; ensure safe and reliable utility service at reasonable rates; 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.

## PENNSYLVANIA PUBLIC UTILITY COMMISSION

Commonwealth Keystone Building  
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](http://www.puc.pa.gov)

## FOLLOW US ON SOCIAL MEDIA



# #CallUtilitiesNow

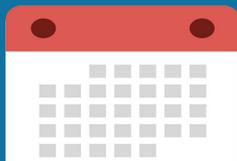


## PAST-DUE BALANCES



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](http://www.puc.pa.gov)  
[consumered@pa.gov](mailto:consumered@pa.gov)



# ENERGY & UTILITY ASSISTANCE RESOURCES

The mission of the Pennsylvania Public Utility Commission is to balance the needs of consumers and utilities; ensure safe and reliable utility service at reasonable rates; 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.

As part of this mission, the PUC's Office of Communications provides a wide range of educational resources and outreach initiatives designed to meet the diverse needs of Pennsylvania residents. Our senior Communications Specialists, Christina Chase-Pettis and Shari A. Williams, lead these efforts with extensive experience and a deep commitment to public education and engagement.

Our educators plan and execute a variety of impactful events throughout the year, including community meetings, forums, roundtable discussions, and conferences. Signature programs such as the Be Utility Wise and Be Wise conference series are held annually for Human Services Professionals across Pennsylvania. These events provide critical information and resources to those who serve vulnerable populations, helping to extend the PUC's consumer education efforts into communities where needed most.

Additionally, we provide user-friendly fact sheets, energy-saving tips, and other resources to help consumers better understand their utility services and rights. These resources can be accessed at our new Consumer Help Center page at <https://www.puc.pa.gov/about-the-puc/consumer-help-center>.

For more information or to schedule an educational workshop, seminar, staff training, consumer education event, presentation, or speaking engagement, please get in touch with 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).

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

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



**Christina Chase-Pettis**  
Office in Harrisburg  
717-772-8884  
[cchasepett@pa.gov](mailto:cchasepett@pa.gov)



**Shari A. Williams**  
Office in Philadelphia  
215-560-6901  
[shariwilli@pa.gov](mailto:shariwilli@pa.gov)

To find more information on upcoming events, check out the Consumer Education Events Schedule on the PAPUC's website at [www.puc.pa.gov](http://www.puc.pa.gov).



Scan for Utility Assistance Program Descriptions



PA\_PUC



Pennsylvania\_PUC



Pennsylvania Public Utility Commission

## **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](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)  
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 - (888)282-6816 (Dollar Energy Fund)

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](mailto: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](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



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. To be eligible for OnTrack, a household must be at or below 150% of federal income poverty guidelines.

**To apply, visit [pplelectric.com/OnTrack](http://pplelectric.com/OnTrack) or call 1-800-358-6623.**



## PPL Electric Utilities Fuel Fund Program - Operation HELP

Operation HELP is a PPL Electric fuel fund that helps pay the electric bills of low-income customers. The fund is supported by donations from PPL Electric, its customers, and employees. To be eligible for Operation HELP, the household must be at or below 250% of federal income poverty guidelines.

**To apply, visit [pplelectric.com/OperationHELP](http://pplelectric.com/OperationHELP) or call 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 to refer a person for CARES, call 1-800-342-5775.**



## PPL Electric Utilities' Weatherization Program - WRAP

WRAP is a no-cost weatherization program that helps customers reduce their electric usage and improve comfort in their homes. A professional energy advisor works with qualified customers on ways to save energy and installs energy efficient products that may help lower their electric bill. All work is done by certified WRAP contractors. To qualify, the household must be at or below 200% of federal income poverty guidelines. The customer must have a residential account with PPL Electric and live in a primary home that has not received WRAP assistance within the past 5 years. WRAP is available to homeowners and renters. Landlord consent is only required for certain products and services.

**For more information or to apply, visit [ppl electric.com/WRAP](http://ppl electric.com/WRAP) or call 1-888-232-6302.**

## 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.**

# Programs for Residential Customers (no income guidelines)

## Appliance Recycling Pick-up

Customers who have a refrigerator or freezer that they no longer use can visit [pplelectric.com/pickup](http://pplelectric.com/pickup) to arrange for a free pick up and get a \$50.00 rebate check. The customer must have an individual account with PPL Electric and own the refrigerator. The refrigerator or freezer must be in working condition and be 10-30 cubic feet in size. Room air conditioners and dehumidifiers may also be recycled without being paired with a large appliance as long as two or more units are included in the pick-up. The customer will receive an additional \$25.00 for each small appliance.

## Appliance/Efficient Equipment Rebates

PPL Electric offers rebates to residential customers for certain energy-efficiency equipment and improvements. All appliances must be installed in PPL Electric Utilities service area. For more information or to apply, visit [pplelectricsavings.com](http://pplelectricsavings.com) 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.

## Virtual Energy Assessment

Virtual Assessments (by phone) are available at no cost to qualifying homeowners or renters. Virtual assessments provide an easy, convenient, and safe introduction to the benefits of energy efficiency. The 30-minute phone consultation includes recommendations for energy-efficient products and rebates. Customers will receive a free, personalized energy savings kit with small Do-It-Yourself upgrades to help customers start saving right away. Virtual Assessments are also available in Spanish.

**Visit [pplelectric.com/VirtualAssessment](http://pplelectric.com/VirtualAssessment) to learn more or call 1-877-486-9204 to schedule an assessment.**

*Customers must have an active PPL Electric account with electric heat or non-electric heating with central A/C in order to participate.*



PPL Electric Utilities



*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	\$23,475
2	\$31,725
3	\$39,975
4	\$48,225
5	\$56,475
6	\$64,725
7	\$72,975
Each Additional Person	\$8,250



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## **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



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## OPERATION SHARE

The Operation Share program provides energy assistance grants to qualified customers who experience difficulty paying their heating bills.

### ELIGIBILITY CRITERIA

- The grant can be used to restore service.
- The customer's gross income must be at or below 250% of Federal Poverty Level
- This grant may be received one time per twelve (12) month period

Household Size	Household Income 250% FPL
1	\$39,125
2	\$52,875
3	\$66,625
4	\$80,375
5	\$94,125
6	\$107,875
7	\$121,625
Each Additional Person	\$13,750



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### **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)

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#### **Additional Services offered by UGI:**

- Conservation Literature
- Gift Credits
- Third Party Notification
- Extended Bill Due Date
- Online Bill Pay
- Budget Billing
- Payment Arrangements



### **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**

- A monthly bill based on a percentage of income or actual usage, whichever is less. The percentage of income amount cannot be less than the required minimum of \$12 (non-electric heating or \$45 electric heating).
- Previous PCAP participants must contact Dollar Energy Fund to determine if there is an amount that must be paid to re-enroll.

#### **For more information on PCAP or to apply:**

Call the Dollar Energy Fund at 1-888-282-6816

Complete an online application at [pabillassist.com](http://pabillassist.com)



**CARES- Customer Assistance Referral Evaluation Service**

CARES provides assistance on a short-term basis to payment-troubled residential customers who are experiencing a temporary hardship.

- Provides special consideration to customers with special needs due to age or disability.
- Provides information on appropriate company and external programs.
- CARES does not provide grants to a customer's account.

**For more information on the CARES programs**

Call 1-800-545-7741

**WARM- Low Income Usage Reduction Program**

- Income eligibility at or below 200% of the Federal Poverty Guidelines.
- Customer must be the homeowner or have landlord approval.
- Customer must have the electric bill in his or her name.
- Qualifying customers receive an in-home energy evaluation and comprehensive energy education.

**No cost home energy saving improvements may include, but are not limited to:**

- Attic and/or wall insulation
- Caulking and weather stripping
- Refrigerator/Freezer testing and possible replacement
- Electric water heater inspection
- Energy saving lightbulbs
- Replacement of inefficient window/wall air conditioners

**For more information about the WARM Program:**

Call the Dollar Energy Fund at 1-888-282-6816

Complete an online application at [pabillassist.com](http://pabillassist.com)

# 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 30% to 90% discount on the monthly service fee and a 20% to 80% discount on the monthly volumetric charges.**
- **Water-saving devices and education.**

### Wastewater Service Assistance

- **Grants of up to \$500** per household per year.
- **A 37% to 85% discount on the total wastewater charges.**

## NEW ARREARAGE FORGIVENESS PROGRAM

Residential customers enrolled in our H2O Help to Others monthly bill discounts may also be eligible for our Arrearage Forgiveness Program if they have a balance that is 60 or more days past-due and is at least \$150. Once accepted into the program, customers who pay their current monthly bill in full, plus a \$5 co-payment, will have \$25 of their past due balance forgiven.



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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](http://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 250 percent of the Federal Poverty Income Guidelines (FPIG). For the discount programs, the amount of the discount falls within four tiers. To learn more about the income requirements, scan the QR code.



## HOW TO APPLY

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

## OTHER BILLING ASSISTANCE

- **Budget Billing** helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.
- **Installment Plans** help to extend the time you have to pay a past due balance. Payment arrangements are also available for non-residential customers who qualify.
- **Preferred Due Date** enables eligible customers to adjust their due date.

**To see if you are eligible or to apply for an installment plan or budget billing:** Visit MyWater at [amwater.com/mywater](http://amwater.com/mywater). In the **Payment Assistance** box, click **See All Options**. You can also contact our Customer Service Center.

## LEARN MORE ONLINE

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





# COMPASS

**Pennsylvania's fast and easy way to apply for health and human services.**

With the click of a button you can learn about benefits, see if you might qualify, apply, and renew your benefits when required.

## A SINGLE ACCESS POINT FOR:

**HEALTH CARE COVERAGE · SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) FREE OR REDUCED-PRICE SCHOOL MEALS · CASH ASSISTANCE · CHILD CARE WORKS LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) · LONG-TERM LIVING SERVICES – HOME AND COMMUNITY BASED · LONG TERM LIVING SERVICES – NURSING HOME AND RELATED FACILITIES**

**WWW.COMPASS.DHS.PA.GOV • 1.800.692.7462 // HELPLINE**

## Register

**To create a My COMPASS account, follow these steps:**

- 1.** Go to [www.compass.dhs.pa.gov](http://www.compass.dhs.pa.gov) and click on the Login/Register drop-down.
- 2.** Select "Register" under the Individuals & Families section to create a My COMPASS account.
- 3.** Enter the head of household's personal information.
- 4.** Choose a username, password, and security questions.
- 5.** Select your county/case record, Unique Form Identifier (UFI) number (CHIP), or e-Form number/password. If county/case record or UFI is selected, you will be required to enter your MCI number or Social Security number.
- 6.** Select whether you would like to enroll in online notices. You may change this preference once your account is created.
- 7.** Read and agree to the My COMPASS account terms and conditions.

**CLICK. APPLY. BENEFIT.**



PENNSYLVANIA OFFICE OF  
**CONSUMER ADVOCATE**

## **Pennsylvania Office of Consumer Advocate**

555 Walnut Street  
5th Floor, Forum Place  
Harrisburg, PA 17101-1923

Toll-Free: 1-800-684-6560

Phone: 717-783-5048

Fax: 717-783-7152

E-mail: [consumer@paoca.org](mailto:consumer@paoca.org)

Website: [www.oa.state.pa.us](http://www.oa.state.pa.us)

The Office of Consumer Advocate (OCA) is a state agency that represents the interests of Pennsylvania utility consumers. The OCA was created by the Pennsylvania General Assembly in 1976 and is an independent office within the Office of Attorney General.

We encourage you to contact the OCA with questions or problems regarding your electric, natural gas, telecommunications, water or wastewater service. The OCA staff will respond by providing information or helping to resolve your complaints.



## **Pennsylvania Utility Law Project**

118 Locust Street  
Harrisburg, PA 17101

Email: [pulp@pautilitylawproject.org](mailto: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.



# 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 at [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com).

## Three Great Reasons to Make the Switch



### Find lower rates from competing suppliers

Competitive offers may not be available in all areas.



### Customize your energy plans

Find plans with renewable options and other services that benefit you.



### Get your new electric rate in minutes

Get results, compare prices and make the switch—all in just a few minutes.

 **PA Power Switch**

Pennsylvania Public Utility Commission

The official electric shopping website of the PA PUC



## CONTACT INFORMATION FOR THE **PUBLIC UTILITY COMMISSION**

### **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  
(Telecommunication Relay Service)

[www.puc.pa.gov](http://www.puc.pa.gov)  
[consumered@pa.gov](mailto:consumered@pa.gov)



## **MEET OUR EDUCATORS**



**Christina Chase-Pettis**  
717-772-8884  
[cchasepett@pa.gov](mailto:cchasepett@pa.gov)  
(Office in Harrisburg)



**Shari A. Williams**  
215-560-6901  
[shariwilli@pa.gov](mailto:shariwilli@pa.gov)  
(Office in Philadelphia)



# Pennsylvania Public Utility Commission Outreach and Education Services



The PUC's Office of Communications offers statewide utility Education and Outreach Services. Our dedicated outreach and education team are an essential component in our community by providing tools, utility resources and education services. Our mission and goal is to increase awareness and understanding of the many utility programs and services available to consumers.



The outreach and education team partners with a variety of community groups, state government agencies, legislators, human service providers, utility companies, community based organizations, and many other interested stakeholders to help educate, share many useful tools, resources and programs to help consumers make informed utility choices.



Educational programs, workshops, seminars, forums, roundtable discussions, training sessions and conferences are available on a variety of utility topics and are tailored to reach each audience.



These educational topics and programs include:

- PUC Regulations
- PUC Consumer Protections & Complaint Process
- How to Prepare for Public Input Hearings
- PAPowerSwitch
- PAGasSwitch
- Prepare Now
- Be Utility Wise Events
- Limited-Income Customer Assistance Programs
- Ways to Save Energy
- Energy Efficiency Programs
- PUC Educational Games
- PUC Utility Careers
- Other Utility-Related Programs and Services

## For Further Information, Contact the Public Utility Commission:

### Write

PA Public Utility Commission  
Bureau of Consumer Services  
400 North Street  
Harrisburg, PA 17120

### Call

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

### Website

[www.puc.pa.gov](http://www.puc.pa.gov)

### Email

[consumered@pa.gov](mailto:consumered@pa.gov)





# 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](http://www.puc.pa.gov)

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# PAPUC

**Pennsylvania Public Utility Commission**

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# 2025 Poverty Guidelines for Pennsylvania\*

## Monthly Gross Income

Household Size									
Percent of Poverty	1	2	3	4	5	6	7	8	each additional
50%	\$652	\$881	\$1,110	\$1,340	\$1,569	\$1,798	\$2,027	\$2,256	\$229
100%	\$1,304	\$1,763	\$2,221	\$2,679	\$3,138	\$3,596	\$4,054	\$4,513	\$458
150% LIHEAP/CAP	\$1,956	\$2,644	\$3,331	\$4,019	\$4,706	\$5,394	\$6,081	\$6,769	\$688
200% Dollar Energy	\$2,608	\$3,525	\$4,442	\$5,358	\$6,275	\$7,192	\$8,108	\$9,025	\$917
250%	\$3,260	\$4,406	\$5,552	\$6,698	\$7,844	\$8,990	\$10,135	\$11,281	\$1,146
300%	\$3,913	\$5,288	\$6,663	\$8,038	\$9,413	\$10,788	\$12,163	\$13,538	\$1,375

\*Poverty guidelines are updated annually in February.