Be UtilityWise PITTSBURGH



"Partnering to Promote Consumer Awareness, Education, and Healthy Living in Pennsylvania"

This booklet includes:
Universal Service Programs
and Human Services Resources

RESOURCE BOOKLET 2026

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

FOLLOW US ON SOCIAL MEDIA



#CallUtilitiesNow

PAPUC

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

PAPUC

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

PAPUC 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.

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



Shari A. Williams
Office in Philadelphia
215-560-6901
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.



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

Scan for Utility Assistance Program Descriptions

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.

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)
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 PA - CAP Enrollment (888) 282-6816 (Dollar Energy Fund) CAP Online Application - www.dollarenergy.org/myapp Assistance Team - AquaCAP@AquaAmerica.com Leak Repair Program - (412) 208-6818
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



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** 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 disastre, y más.

Llame 211 para obtener más información o visite **PA211.org**.

2·1·1 Pennsylvania
Get Connected. Get Help.℠

United Way of Pennsylvania

Advantage
CREDIT COUNSELING SERVICE

AT A GLANCE

Advantage assists individuals and families in achieving financial wellness through its expert counseling services and educational resources. We support clients at various stages of their financial journey, whether they are managing debt, improving credit, preparing for homeownership, or navigating foreclosure challenges. Our counseling services provide a valuable resource to help clients reach their personal finance goals.

Why Choose Advantage?

- *Advantage's Certified Credit Counselors have been helping consumers for 57 years.*
- *Advantage uses a personal approach during counseling sessions, focusing on the goals of the consumer.*
- *The agency uses the latest technology and operates under the highest industry standards and processes to benefit clients.*
- *Advantage holds an A+ rating from the Better Business Bureau.*

ONE AGENCY STANDS APART







Agency Services

FINANCIAL WELLNESS

- Develop a complete household budget
- Learn money management skills
- Increase savings and learn how to save properly
- Identify applicable resources

DEBT REDUCTION

- Creditor approved debt repayment program
- Creditor concessions including interest rate reductions and late fees waived
- Pay off debt in full in as little as 3-5 years

CREDIT HELP

- Understand how to read a credit report
- Identify credit score and learn how to improve it
- Receive education on how to handle negative items on a credit report
- Rebuild or establish credit

HOUSING SERVICES

- Learn how to become a successful homeowner
- Meet lender requirements for the mortgage process
- Apply for assistance programs if facing a foreclosure
- Understand the pros and cons of a reverse mortgage

1-888-511-2227 www.advantageccs.org info@advantageccs.org



TAKE CONTROL OF YOUR FINANCIAL FUTURE

Allegheny County
Financial
Empowerment
Center

The FEC offers free, confidential counseling for everyone and can help you:

- **Increase savings**
- **Decrease debt**
- **Build credit**
- **Bank safely**

Begin taking control of your financial journey:

- **Join monthly virtual sessions**
- **Schedule a counseling session**

LEARN MORE AT WWW.MYFINANCIALPOWER.ORG

Advantage Credit Counseling Service

NEIGHBORHOOD ALLIES

Allegheny County Department of Human Services

HAVING TROUBLE PAYING YOUR MONTHLY BILLS?

We're here to help.



AMERICAN WATER

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:

> **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

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 22% to 82% discount on total water 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**.

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 $40 of their past due balance forgiven.

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 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**
- Visit **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. 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. Under Customer Service & Billing, select Customer Assistance Programs.
- **Dollar Energy Fund:** www.dollarenergy.org

AMERICAN WATER

CATHOLIC CHARITIES
DIOCESE OF PITTSBURGH

CATHOLIC CHARITIES
IN ALLEGHENY COUNTY

Serving the needs of Southwestern Pennsylvania for more than 115 years

Basic Needs Assistance
412-456-6999

Provides essential supplies, utility assistance, case management, and referrals to community resources.

Case Management
412-456-6999

Affirms dignity through holistic assessments, reduces crisis navigation, and breaks the cycle of generational poverty.

Free Health Care Center
412-456-6911

Provides essential medical and dental services, including specialty care, to underserved individuals.

Gismondi Job Training Program
412-456-6989

Provides hands-on broadband telecommunications training to equip individuals with in-demand job skills.

Indoor Dining Center
412-456-6999

Provides meals through a partnership with Red Door Ministry and connects guests to case management.

Mental Wellness & Counseling†
412-456-6999

Offers convenient and confidential online counseling sessions for individuals, couples, and families throughout Pennsylvania.

Pregnancy & Family Program‡
412-456-6999

Offers counseling, education, and material assistance to pregnant women and new parents.

St. Joseph House of Hospitality
412-730-5755

Offers private, furnished rooms for men aged 50+ experiencing homelessness or housing instability.

Utility Assistance (DLC CAP)
412-325-6749

Provides utility assistance for eligible Duquesne Light customers and application support. Contact utilityassistance@ccpgh.org.

†Most insurances accepted.
‡We do not provide abortions, nor do we refer any woman for an abortion.

ccpgh.org/allegheny

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.

Columbia Gas®
A NiSource Company

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

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 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.

DOLLAR ENERGY FUND.org

Pennsylvania Hardship Program

Partnering Utility Companies:

- Allegheny Co. Sanitary Authority (ALCOSAN)
- Citizens Electric
- Clairton Municipal Authority
- Columbia Gas
- Duquesne Light Company
- FirstEnergy – Med-Ed, Penelec, Penn Power, West Penn Power
- Lehigh County Authority
- Pennsylvania American Water
- Peoples
- Pittsburgh Water & Sewer Authority
- Valley Energy
- Wellsboro Electric West
- West View Water Authority
- Wilkinsburg-Penn Joint Water Authority

Program Guidelines

Maximum grant amounts, balance requirement, sincere effort of payment, income eligibility requirements and other program guidelines vary by utility and are subject to change throughout the program year. For the most up-to-date information, please visit www.dollarenergy.org/need-help/pennsylvania/.

Applicants can only receive one grant per utility, per program year (10/1/2025 - 9/30/2026). Customers of West View Water may be eligible once every six months.

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

Grant amounts are determined by need and each household's individual circumstances. Exceptions may be made in cases of extreme hardship.

Application Attachments

Verification of income or proof of LIHEAP or Crisis application, when those programs are open, must be attached to all applications.

A copy of the most recent utility bill with proof of minimum payment must be attached to all applications.

Additional Eligibility Guidelines

Account must be residential, single home or apartment.

No "Cooking Only", commercial, industrial, or apartments with shared utility service.

Name on account must be that of an adult who is currently living in the home.

Grants cannot be used to cover security deposits or reconnection fees.

How to Apply

The best way to start seeking help is by calling your utility company. They will provide you with information on a number of different assistance programs that are available to help low-income utility customers.

Dollar Energy also partners with a network of Community-Based Organizations throughout the state to provide application intake services for clients. Find an agency in your area by visiting www.dollarenergy.org/need-help.

DUQUESNE LIGHT CO.



Customer Assistance Program (CAP)

CAP offers an affordable payment plan for qualified low-income households that have difficulty paying their electric bills. The plan assists these households in maintaining electric service and achieving greater self-sufficiency.

Program Benefits:

- Reduced monthly payments based on income and household size.
- Debt forgiveness with full monthly payments.
- Information on reducing electric use.

Customer Assistance & Referral Evaluation Services (CARES)

Designed to assist payment-challenged customers and special needs customers to obtain necessary social service support and assistance.

Program Benefits:

- Home Visit by CARES representative.
- Information about reducing your electric use.
- Referrals to other Duquesne Light programs.
- Referrals to other community resources.



For more details on these programs or to apply, visit our website at **Payment Assistance | Duquesne Light Company** or call **1-888-393-7600.**

DUQUESNE LIGHT CO.



Hardship Fund

Provides grants for customers who are facing a hardship related to paying their utility bills. DEF offers grants up to $600 and are available until funds are depleted.

Eligibility

- Provide proof of your monthly household income (NOTE: Federal Income Guidelines apply) and must be at or below 200%).
- Make a payment of at least $150 ($100 for seniors aged 62 and over) or three (3) CAP payments within 90 days of the date you apply for the grant. You will be asked to provide proof of those payments.
- Have a minimum balance of $100.

Hardship Fund (DEF) Income Guidelines

# in Household	Monthly Income	Annual Income
1	$2,660	$31,920
2	$3,607	$43,280
3	$4,553	$54,640
4	$5,500	$66,000
5	$6,447	$77,360
6	$7,393	$88,720
Each Additional	$947	$11,360

For more details on these programs or to apply, visit our website at **Payment Assistance | Duquesne Light Company** or call **1-888-393-7600.**

DUQUESNE LIGHT CO.

Energy Efficiency

Duquesne Light's Energy Efficiency programs help customers conserve energy and reduce demand while lowering their electricity costs as the company, consistent with its longstanding commitment to the environment, helps customers better manage their energy costs strengthening the communities we serve.

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



POINT OF PURCHASE REBATES
Savings on Energy Star appliances, HVAC equipment, and much more, plus instant savings on smart thermostats and other energy savings measures.



APPLIANCE RECYCLING
Receive a check for $50 as well as free disposal of your old refrigerator, freezer, and window AC units, or $35 for a dehumidifier.



WHOLE HOUSE-ENERGY AUDIT
Take advantage of a free professional energy audit and learn how you can make your home more comfortable, reduce electricity usage, and save money. Customers who participate are eligible for up to $275 in rebated direct install measures.



LOW-INCOME PROGRAM
To help income eligible, at or below 150% of federal poverty guidelines, customers reduce their energy use and make their homes more comfortable while saving money on their electric bills through energy education and conservation measures. This program is free of charge to customers that qualify.

Other useful program contacts

- General Questions: **wattchoices@duqlight.com**

Helping People. Changing Lives.
Community Action PARTNERSHIP
Fayette County Community Action Agency, Inc.

We Can Help You, Change Your Life.

Fayette County Community Action Agency, Inc. is a trusted, results-driven organization here to support individuals and families in achieving their goals.



Picture yourself or loved ones in these photos!

Programs are available in these four areas:

Aging
- Income Tax Assistance
- Senior Activity Centers
- Senior Housing Communities







Employment & Training
- Nurse Aid Training
- Youth Workforce Development
- Financial Literacy & Career Coaching
- Reentry

Housing
- Family Housing Communities
- Foreclosure Mitigation
- Home Purchase Counseling
- Rent & Utility Assistance

Nutrition
- Food Bank & Shop-Thru
- Cooking Classes
- Nutrition Education
- Women, Infants & Children (WIC)

www.fccaa.org 724.437.6050 ext.3285

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

Your First Source for Energy Savings

FirstEnergy Pennsylvania offers a wide variety of energy efficiency programs and demand reduction programs designed to help customers better manage their energy use and take control of their energy bill.

Our energy efficiency efforts support state mandates to reduce customers' annual usage and peak demand for electricity, building on our long-standing commitment to encourage the wise use of electricity.

Residential Programs

Appliance Recycling

The appliance recycling program provides customers the opportunity to earn incentives by recycling old, working refrigerators, freezers, room air conditioners, dehumidifiers and mini refrigerators. Appliances will be picked up and recycled responsibly.

Energy Conservation Kit

Customers are eligible to receive one energy efficiency kit per account. Kits are filled with products, like LED light bulbs, LED night-lights, filter whistle and more.

Educational Programs

This program provides energy efficiency information by educating students in the classroom. Students will receive School Education Kits that include LED light bulbs and other energy-saving products and materials to take home.

Home Energy Audits

The Comprehensive Audit Program provides a comprehensive energy assessment. Customers meet with a qualified home energy expert to learn how to reduce energy costs and increase the comfort and efficiency of their home. The customer may then be eligible to receive rebates for making improvements based on the recommendations of their audit report.

Home Energy Analyzer

Households can identify energy saving opportunities though an audit completed online. The energy analyzer provides customers with information on how their energy bill is impacted by each of the appliances in the home and provides tips on ways to save. To get started, log in or create an online account at firstenergycorp.com.

Appliance Rebate Program

Customers are eligible to receive rebates on a variety of ENERGY STAR® certified appliances, which use less energy and last longer. Enhanced rebates are also available to income-eligible customers.

Continued

WARM Program

This program provides limited-income households with energy-saving home improvements, at no cost.

Qualified homeowners and renters may be eligible to receive:

- Electric hot water system improvements
- Energy efficient lighting
- Refrigerator or freezer replacement, if applicable
- Insulation in the attic, floors and walls
- Health and safety items
- Energy education

Improvements will be determined during a home energy evaluation. Income eligibility guidelines and program requirements are available at energysavePA.com.

Residential HVAC

These programs provide rebates and discounts to customers who replace their existing electric HVAC and water heating systems with ENERGY STAR® certified or high-efficiency equipment. It also offers incentives for performing maintenance on central air conditioning equipment, heat pumps and geothermal systems.

Multifamily Energy Efficiency Programs

Multifamily efficiency programs are available to help property owners and tenants save energy and improve home comfort. If you're a landlord or a renter at a property with five or more units, you may be eligible for a no-cost Energy Audit that includes energy-saving upgrades.

The costs of energy efficiency programs are recovered through customer rates in accordance with Pennsylvania Act 129 of 2008. For a complete list of commercial, industrial, residential and low-income energy efficiency programs, please visit energysavePA.com.

By participating in energy efficiency and peak demand reduction programs, customers agree to allow their utility to retain ownership of all Capacity Rights which refers to the demand reduction associated with any energy efficiency or peak demand reduction measures for which incentives were provided by the Company.

For more information and a complete listing of our programs, please visit **energysavePA.com** or call

Met-Ed: 800-545-7741
Penelec: 800-545-7741
Penn Power: 800-720-3600
West Penn Power: 800-686-0021

FirstEnergy®

Met-Ed • Penelec • Penn Power • West Penn Power

Pennsylvania Assistance Programs

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
PA Customer Assistance Program (PCAP)	You may receive one or more of the following: • Bill credits to reduce the monthly bill and debt forgiveness to reduce a pre-program balance. • No late payment fees or security deposits while enrolled.	• The customer must have a gross (before tax) household income at or below 150% of the federal poverty guidelines listed below. • The person whose name is on the account must live in the home.	• Call the Dollar Energy Fund at 888-282-6816. • Apply online at pabillassist.com	• Name and date of birth for all household members • Income information for all adult household members • Electric account number
Low Income Home Energy Assistance Program (LIHEAP)	• Customers can receive cash grants for home heating bills and emergencies.	• Must have a gross (before tax) household income at or below 150% of the federal poverty guidelines listed below. • Do not have to be on public assistance. • Do not need to have an unpaid heating bill to apply for cash grants. • Can either rent or own the home.	• This program is available through May 6. • Apply online at compass.dhs.pa.gov • Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095/PA Relay at 711 for the hearing impaired. • Applications are available at your local county assistance office for emergency assistance.	• For all household members: – Name – Date of birth – Social Security Number – Proof of income • A recent electric bill • When you apply for LIHEAP, you can choose to let the Department of Human Services share your information with the utility receiving the grant to help with energy assistance enrollment or recertification.
Dollar Energy Fund	• This program provides cash assistance to maintain or restore electric service. • The maximum grant is $600.	Must have a gross (before tax) household income at or below 250% of the federal poverty guidelines listed below.	• This program is open while funds are available. • Locate an agency at dollarenergy.org. Click on “Agency Finder” to find a location near you. • Call the Dollar Energy Fund at 888-282-6816.	• For all household members: – Name – Date of birth – Proof of income • A copy of your most recent electric bill • Your electric account number
WARM	WARM helps lower energy costs through education and energy-saving home upgrades at no cost to the customer.	• The customer must have a gross (before tax) household income at or below 200% of the federal poverty guidelines listed below. • Average electric usage of at least 500 kWh per month. • A minimum annual usage of 6,000 kWh.	• Apply online at pabillassist.com. • Call the Dollar Energy Fund at 888-282-6816.	• Recent household income tax return(s) • Copies of pay stubs for all working household members for the last 30 days.
211 Helpline	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills or other needs.	Requirements may vary based on program referrals.	For more information: • Call 211 • Visit pa211.org • Text your ZIP code to 898211 Available 24 hours a day, 365 days a year	

2026 Eligibility Guidelines – Percent Poverty Level per Family/Household									
Household Size	**LIHEAP 150%***	**PCAP 150%**	**WARM 200%**	**Dollar Energy 250%**	**Household Size**	**LIHEAP 150%***	**PCAP 150%**	**WARM 200%**	**Dollar Energy 250%**
1	$23,475	$23,940	$31,920	$39,900	**5**	$56,475	$58,020	$77,360	$96,700
2	$31,725	$32,460	$43,280	$54,100	**6**	$64,725	$66,540	$88,720	$110,900
3	$39,975	$40,980	$54,640	$68,300	**7**	$72,975	$75,060	$100,080	$125,100
4	$48,225	$49,500	$66,000	$82,500	**8**	$81,225	$83,580	$111,440	$139,300

For households with more than 8 persons, add $8,250 (LIHEAP), $8,520 (PCAP), $11,360 (WARM) or $14,200 (DEF) for each additional person.
**Income requirements for LIHEAP will be updated on November 1,2026.*

For more information about any of these programs or to find out if you qualify, visit **firstenergycorp.com/billassist** and click on “Search Assistance Programs.” You can also call us Monday through Friday from 8 a.m. to 6 p.m.

Penelec & **Met-Ed: 800-545-7741 • Penn Power: 800-720-3600 • West Penn Power: 800-686-0021**

Produced by FirstEnergy’s Communications and Branding Department
COMM10748-05-26-CV Rev. 05-19-26 060PA

Low-Income Home Energy Assistance Program

HELP KEEPING YOUR HOME WARM & SAFE

dhs.pa.gov/LIHEAP

LIHEAP



HOLY FAMILY INSTITUTE

Restoring Hope, Transforming Lives





Customer Assistance Program (CAP) coordinates access to resources through Duquesne Light Company to help low- and fixed-income households maintain utility services.

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

In-Home Family Services provides family-centered services that help clients navigate life challenges and create safe homes, referring them to the services they need to achieve a stable home environment.

Mount Nazareth Learning Center is a state-licensed childcare provider serving children from six weeks to five years old in a safe, caring, and faith-informed environment.

Nazareth Prep is an innovative Catholic high school for students of all faiths that focuses on college and career preparation through rigorous academics and weekly internships.

PACT® (Parents and Children Together) is a 90-day truancy prevention program that reduces barriers to consistent school attendance through behavioral intervention and motivational interviewing.

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

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

LEARN MORE AT HFI-PGH.ORG

NEIGHBORHOOD
LEGAL SERVICES

NLS secures justice and resolves fundamental legal problems for those who are low-income and vulnerable in Allegheny, Beaver, Butler, and Lawrence Counties by providing free high-quality legal services and community legal education. NLS provides representation, legal advice, and referrals to other services. NLS can assist clients with a variety of civil legal needs including but not limited to:

- Consumer
- Children and Family
- Disability
- Employment
- Utilities
- Housing
- Public Benefits
- Veterans
- Older Adults
- Protection from Abuse

To request legal help, call or scan the QR code to apply. Visit our website for additional information.

Phone Number: (866) 761-6572
Website: nlsa.us

Scan to Request Services

PEOPLES™

ASSISTANCE PROGRAMS

We're here to help.

CUSTOMER ASSISTANCE PROGRAM (CAP)

- Household income must be below 200% of the Federal Poverty Level (FPL)
- If income is 151 – 200% of FPL, you must also have a significant account balance
- Monthly payments are based on a percentage of household income
- Must have a residential heating account

Apply online or call

1-888-282-6816

LOW INCOME USAGE REDUCTION PROGRAM (LIURP)

- Household income generally must be below 150% of FPL
- Some exceptions may be available for households at 151 – 200%
- Must own the home or have landlord approval
- Must have had active residential service for 12 consecutive months
- Must have high gas usage: 120+ mcf annually

CONSERVATION MEASURES MAY INCLUDE:

- Attic and sidewall insulation
- Caulking and weather stripping
- Heating appliance repair or replacement

EMERGENCY REPAIR PROGRAM (ERP)

- Household income must be below 200% of FPL
- If LIHEAP CRISIS is open and you're eligible, apply through that program first
- Repairs or replacement of heating system equipment (furnace, boiler, etc.) or gas lines

For more information about any of these programs, please call:

1-800-400-WARM (9276)

PEOPLES™

CUSTOMER ASSISTANCE REFERRAL & EVALUATION SERVICES (CARES)

Extra guidance for customers with special needs.

We take a holistic, social work approach by referring customers to internal programs as well as outside support and resources.

- Elderly individuals with little support
- Customers with disabilities
- Customers with severe mental illness
- Customers with valid Protection from Abuse (PFA) orders
- Customers participating in the Address Confidentiality Program (ACP)

OTHER OPTIONS

THIRD PARTY NOTIFICATION

Allows you to designate a third party (family member, neighbor, social agency, etc.) to be notified of any pending termination of service.

BUDGET BILLING

Your gas usage is averaged over 12 months to provide a more even monthly payment.

PAYMENT ARRANGEMENTS

You may be eligible to pay a past due balance in installments over time.

For more information about any of these programs, please call:

1-800-400-WARM (9276)

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

Greater Pittsburgh
community
food bank

Getting help with food is easier than ever.



Greater Pittsburgh Community Food Bank serves 11 counties of southwestern Pennsylvania. There are many ways to get help right in your neighborhood.

Get help with food, applying for SNAP (food stamps) and connections to other community resources at:

pittsburghfoodbank.org/findfood
833.822.7627

PITTSBURGH WATER
PGH2O

Customer Assistance Programs
Which are right for you?

Join the thousands of customers who are receiving assistance with their monthly bills!

Our Customer Assistance Programs provide financial relief for income-qualified, residential customers who are having difficulty paying their Pittsburgh Water bill. Many options are available, and no one should have to choose between paying their water/wastewater bill and other essential expenses.

PROGRAMS TO HELP LOWER YOUR PITTSBURGH WATER BILL

BILL DISCOUNT PROGRAM: The first 1,000 gallons of water/wastewater are free plus 85% reduction of stormwater charges and 50% reduction of PENNVEST charges.

IMPROVED ARREARAGE FORGIVENESS PROGRAM: Forgiveness of past-due charges over a period of 24 months for each on-time payment.

HARDSHIP GRANT: Two separate annual grants up to $450 for water and $450 for wastewater conveyance charges.

LINE REPAIR AND WATER CONSERVATION: Free leak repairs on exposed plumbing and installation of water saving devices.

WINTER SHUTOFF MORATORIUM: Water services are not cutoff during winter months due to non-payment.

Contact our **PGH2O Cares team** to learn more about our bill assistance programs and find out if you qualify.

CALL 412-255-2457 | EMAIL cares@pgh2o.com
VISIT pgh2o.com/CAP



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.

PAPUC

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
consumered@pa.gov

MEET OUR EDUCATORS



Christina Chase-Pettis
717-772-8884
cchasepett@pa.gov
(Office in Harrisburg)



Shari A. Williams
215-560-6901
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, and 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
- Call Utilities Now
- Be Utility Wise Events
- Limited-Income Customer Assistance Programs
- Ways to Save Energy
- Energy Efficiency Programs
- PUC Educational Games
- Power Your Career with the PAPUC
- 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

Email

consumered@pa.gov

updated 11/25

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



What is the Lifeline Program?

The Lifeline Program is a federal government benefit that provides eligible households with a monthly discount on their phone or internet bill. The benefit can be used for standalone voice (telephone), Broadband Internet Access Service (or BIAS, usually called internet service), or qualifying bundled telephone/internet service product from a landline or wireless provider. This helps consumers communicate so they have the opportunities and security that telephone and internet service can provide, including being able to connect to jobs, family, health care, schools, and 911 emergency services. The Lifeline provider must be an Eligible Telecommunications Carrier (ETC) to participate.

What Are the Benefits Under the Lifeline Program?

The Lifeline Program provides a $5.25 per household, per month discount on your landline or wireless voice service or a $9.25 per household, per month discount on your qualifying wireless or landline internet service. The discount appears in the form of a reduction to the bill you pay your service provider.

How Do I Qualify?

The Lifeline Program is available to qualifying consumers in Pennsylvania. You or someone in your household must be eligible to enroll in the program. Lifeline is limited to one discount per household. Your Lifeline discount is non-transferrable to another person. To be eligible for the Lifeline Program, you must either have an income that is at or below 135% of the federal poverty guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension
- Federal Public Housing Assistance (FPHA)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Programs

2026 Income Guidelines

Household Size	135% of Federal Poverty Levels
1	$21,546
2	$29,214
3	$36,882
4	$44,550
Each additional person after 4	$7,668

How Do I Qualify?

There are several ways to apply for the Lifeline Program:

- Contact your service provider and ask if they are a Lifeline Provider. If they are, they can help you enroll in the program.
- Apply online by going to www.lifelinesupport.org and clicking "Apply Now," then "use a paper form" link located next to the "Get Started" button.
- If you want a paper application sent to you, contact the Lifeline Support Center at 1-800-234-9743. After you fill it out and mail it back to them, they will tell you if you are eligible. If you are, you can contact a Lifeline service provider.
- At any time, you can contact the federal program by calling their Lifeline Support Center at 1-800-234-9743 and ask about Lifeline. Persons with hearing or visual limitations also may call this number to reach support staff trained to help them.

Are There Any Other Programs in Pennsylvania?

Yes. Verizon Communications Inc. has two additional programs:

- Universal Telephone Assistance Program helps Verizon PA Lifeline customers pay bills, avoid shutoffs and restore service.
- Lifeline 100 is available to Verizon PA and Verizon North for customers at or below 100% of the federal poverty guidelines or who receive SSI benefits.

Where Can I Get More Information?

- Contact the federal Lifeline Support Center.
  Open 9 a.m. – 9 p.m. ET,
  7 days a week
  1-800-234-9473
  LifelineSupport@usac.org
- Contact your current telephone or internet service provider.
- Contact the PUC at 1-800-692-7380.
- You can write to the Lifeline Support Center or mail an application to:

  Lifeline Support Center
  P.O. Box 7081
  London, KY 40742

Note: Survivors of domestic violence or sexual abuse may be eligible for up to six months of "emergency" Lifeline benefit. This benefit is a monthly credit of $9.25 toward either their voice or broadband service. To qualify, survivors must provide documentation that they have been a victim of domestic or sexual violence and certify that their household income is at or below 200% of federal poverty guidelines. After the 6-month emergency benefit, for continued support, survivors will be required to re-qualify for the program based on the standard Lifeline qualifications, and the program support will revert to the standard $5.25 per month for qualifying voice or $9.25 per month for qualifying broadband service.

PAPUC
Pennsylvania Public Utility Commission
1-800-692-7380
For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service)
www.puc.pa.gov
ConsumerEd@pa.gov

February 2026



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.

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.

PAPowerSwitch

Pennsylvania Public Utility Commission

The official electric shopping website of the PA PUC

2026 Poverty Guidelines for Pennsylvania

Monthly Gross Income

Household Size									
Percent of Poverty	1	2	3	4	5	6	7	8	Each Additional
50%	$665	$901	$1,138	$1,375	$1,611	$1,848	$2,085	$2,321	$236
100%	$1,330	$1,803	$2,276	$2,750	$3,223	$3,696	$4,170	$4,643	$473
150% LIHEAP/CAP	$1,995	$2,705	$3,415	$4,125	$4,835	$5,545	$6,255	$6,965	$710
200% Dollar Energy	$2,660	$3,606	$4,553	$5,500	$6,446	$7,393	$8,340	$9,286	$946
250%	$3,325	$4,508	$5,691	$6,875	$8,058	$9,241	$10,425	$11,608	$1,183
300%	$3,990	$5,410	$6,830	$8,250	$9,670	$11,090	$12,510	$13,930	$1,420

*Poverty guidelines are updated annually in January