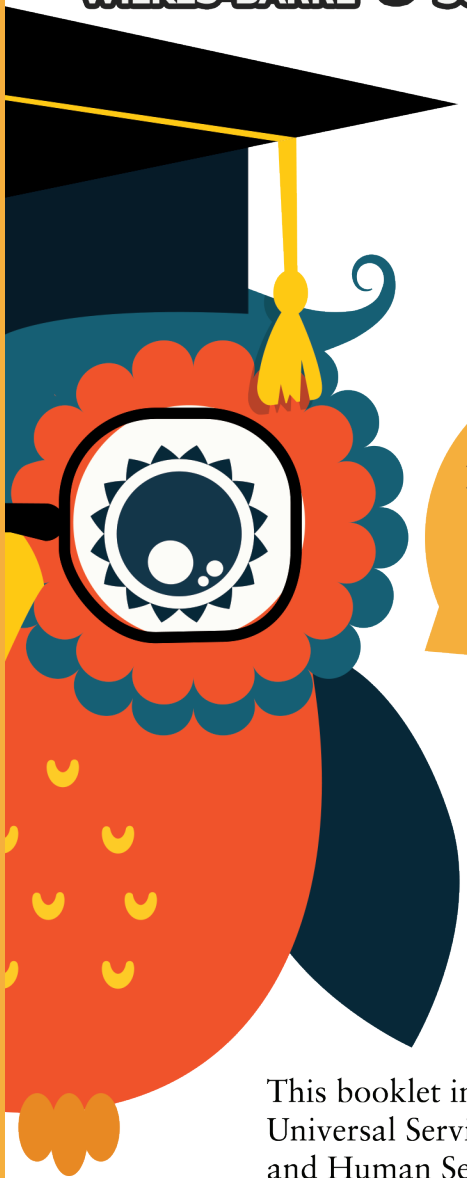
Be UtilityWise

WILKES-BARRE SCRANTON



"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

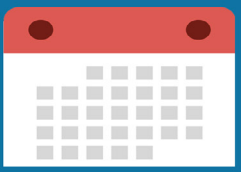
PAPUC

PAST-DUE BALANCES



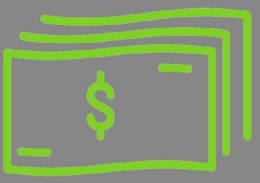
Call utilities to address overdue bills and accumulated balances.

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
MetEd - (888) 282-6816
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
United Way of Pennsylvania

Pennsylvania CareerLink℠
Luzerne County at Wilkes-Barre

DO YOU NEED HELP GETTING A JOB OR A BETTER JOB?
DO YOU WANT TO UPGRADE YOUR SKILLS?
ARE YOU INTERESTED IN GOING TO SCHOOL?

We Offer:

- Job Search Assistance
- Resume and Interview Workshops
- On-Site Hiring Events with Local Companies
- Hands-On Computer Workshops
- Classroom and On-the-Job Training
- Access to Over 7,000 Online Training Courses with SkillUp™ PA
- An Open Computer Lab for Job Searching and Checking Email
- GED Programs for Youth and Adults

ALL OF OUR SERVICES ARE AT NO-COST

Stop by or call the Wilkes-Barre office for more information.
32 East Union St.
Wilkes-Barre, PA 18701
570-822-1101
Hours: M, T, Th, F - 8am to 4:30pm, W-9:30am to 4:30pm

A proud partner of the americanjobcenter®network

The PA CareerLink® is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Program funded with federal dollars. For more information, visit bit.ly/stevens-amendment.

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.

Low-Income Home Energy Assistance Program

HELP KEEPING YOUR HOME WARM & SAFE

dhs.pa.gov/LIHEAP

LIHEAP



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

The Pennsylvania Office of Consumer Advocate

PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

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

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



Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101

Email: pulp@pautilitylawproject.org
Website: http://www.pautilitylawproject.org/

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

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

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 fixed monthly payment based on family size, income and heating source, and a chance to erase any debt a customer owes. OnTrack benefits include a fixed 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 or call 1-800-358-6623.



PPL Electric Utilities

PPL Electric Utilities
Fuel Fund - Operation HELP

Operation HELP is PPL Electric's 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 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 pplelectric.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** to arrange for a free pick up and receive a rebate. 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 rebate for each small appliance.

Appliance/Efficient Equipment Rebates

PPL Electric offers rebates to residential customers for certain energy-efficient equipment and improvements. All appliances must be installed in PPL Electric's service area. For more information or to apply, visit **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 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

SCRANTON AREA
COMMUNITY FOUNDATION
CREATING CHARITABLE CONNECTIONS SINCE 1954

STRENGTHENING NORTHEASTERN PA THROUGH PHILANTHROPY

Since 1954, the Scranton Area Community Foundation has served as a catalyst for positive change across Northeastern Pennsylvania. We connect donors to meaningful causes, support nonprofits working on the front lines, and invest in innovative solutions that address our region's most pressing challenges.

From advancing equity and education to improving access to housing, healthcare, and essential services, we are committed to building a stronger, more resilient future for all.

DID YOU KNOW? 95 CENTS OF EVERY DOLLAR SPENT GOES DIRECTLY TO GRANTS, SCHOLARSHIPS, AND PROGRAMS THAT BENEFIT THE COMMUNITIES WE SERVE.

Together, we can make a lasting impact. Learn more at safdn.org and discover how we're helping to move Northeastern Pennsylvania forward.





612 Jefferson Avenue,
Scranton, PA 18510

www.safdn.org

info@safdn.org



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.

ELIGIBILTY CRITERIA

- Customer must have an active residential account
- Gross annual income must be at or below 150% of the Federal Poverty Level



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 200% of Federal Poverty Level.



Operation Share

UGI's Operation Share program provides grants to customers to help pay the arrears on their account.

Funding comes from customers, employees and UGI.

ELIGIBILTY CRITERIA

- The grant can be used to restore service.
- The customer's gross income must be at or below 250% of Federal Poverty Level.
- Max grant is up to $600 in a twelve-month period to pay delinquent balance.



CARES- Customer Assistance Referrals Evaluation Services

UGI's CARES program provides referrals to other helpful programs in your community.

ELIGIBLITY CRITERIA

- No Income Guidelines
- Customer who is experiencing a temporary personal or financial crisis or hardship
- Must have a residential UGI Gas or Electric account

Each referral is reviewed on a case-by-case basis.

Please call: 1-800-UGI-WARM



EFFICIENCY AND ONE (1) BEDROOM APARTMENTS

- Lincoln Plaza, 51 Lincoln Plaza
- East End Towers, 295 Scott Street
- South View Manor, 60 Monroe Street
- Valley View Terrace, 215 High Street

FAMILY HOUSING 2,3,4,5 BEDROOMS

- Boulevard Townhomes, 81 Midland Court
- Mineral Springs Village, 236 Eastview Drive

WE OFFER INCOME BASED RENT WITH ALL UTILITIES INCLUDED

- All highrise buildings have elevators, laundry facilities, carpeting, free on-site parking, secure building access, security cameras
- Free transportation to medical appointments for elderly/disabled residents
- Community garden at south view manor only
- All buildings are smoke free

APPLICATIONS AVAILABLE AT THE ADMINISTRATIVE OFFICE LOCATED AT 50 LINCOLN PLAZA, WILKES-BARRE (570) 825-6657

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