Be UtilityWise JOHNSTOWN



"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

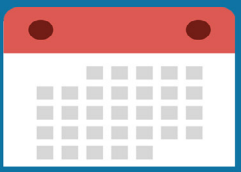
PAPUC

PAST-DUE BALANCES



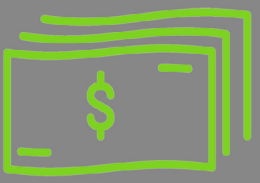
Call utilities to address overdue bills and accumulated balances.

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

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

Catholic Charities
of the Diocese of Altoona-Johnstown



For more than 85 years, Catholic Charities of the Diocese of Altoona-Johnstown has been a lifeline for individuals and families facing unexpected hardship throughout our eight-county region.

Inspired by the Gospel, **we serve all people in need** with compassion, dignity, and respect.

What We Do



Connect to community resources



Emergency Assistance for Utility Termination

Connect With Us

(814) 535-6538

charitiesinfo@dioceseaj.org

To Request Services

SCAN HERE

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.

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



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



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.

Powering Connection

Understanding Poverty and Navigating Systems Together



Join us for an interactive session designed to deepen your understanding of poverty and the challenges people may face when navigating bills, services, and support systems. Participants will gain practical tools for recognizing barriers, communicating with greater clarity and empathy, and helping people better understand and navigate available processes and resources. You will strengthen both your daily work and the experience of the individuals and families we serve.

Session Outline

Together we will learn about and actively engage in exercises to:

1. **Understand**
   Thinking about how we think about poverty.
2. **Recognize**
   Understanding privilege, power, resources and hidden rules.
3. **Communicate**
   Priorities, language, and respect.
4. **Navigate**
   The systems for paying bills and accessing support.
5. **Improve**
   From understanding to action.

Learning Objectives

By the end of the training, participants will be able to:

- Think critically about their own assumptions regarding poverty.
- Understand poverty as more than income.
- Recognize the importance of resources and access to resources.
- Understand differences between generational and situational poverty.
- Explore how power, privilege, and life experiences influence interactions with systems.
- Identify hidden rules that may make systems difficult to understand and navigate.
- Recognize how experiences with time, money, relationships, and stress can affect decision-making.
- Communicate with greater clarity and mutual respect.
- Help customers/clients better understand bills, requirements, processes, and next steps.
- Identify barriers that may prevent people from accessing existing support.
- Improve referrals, handoffs, and connections between systems.

UNDERSTAND
RECOGNIZE
COMMUNICATE

NAVIGATE
IMPROVE

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

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(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

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Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

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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
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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

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

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