

QUICK GUIDE

ENERGY AND WEATHERIZATION ASSISTANCE PROGRAMS

FUEL ASSISTANCE GRANTS

- LIHEAP**.....215-560-1583
Federal grant to help pay primary or secondary heating bills
- Crisis**.....215-560-1583
Grant used to pay “heat-related” bill in emergency situations
- Utility Emergency Services Fund - UESF**.....215-972-5170
Private grant to be used after all other public sources have been exhausted. UESF can be used for any utility: gas, electric, or water

UTILITY ASSISTANCE PROGRAMS

- Water Revenue Customer Assistance Program - WRAP**.....215-686-6880 or 215-685-6300
Anyone having trouble paying their water bill should apply for help. Assistance programs are designed to help Philadelphia Water customers who are low income, senior citizens, or having a special hardship that makes it difficult to pay their water bills.
- PECO’s Customer Assistance Program – CAP FCO**
Bill payment assistance program to aid low income customers. Customer can receive a special payment agreement for less than the current bill.....1-800-774-7040
- Philadelphia Gas Work’s Customer Responsibility Program - CRP**
CRP is a percent-of-income payment plan for low-income customers. CRP requires high usage customers to participate in PGW’s conservation services at no cost
*Apply at a PGW Customer Service Center (see page 57)

Low-Income CONSERVATION PROGRAMS

- Weatherization Assistance Program - WAP**
Provides free weatherization for low-income homeowners and renters including roof insulation, heater retrofit, air sealing, and other measures. Apply by contacting your local Neighborhood Energy Center (see map on back cover) or call PHDC at215-448-2160
- PECO’s Low Income Usage Reduction Program – LIURP**.....1-800-675-0222
Energy conservation program for low income electric customers
- Low Income Conservation Assistance Program - LICAP**
Helps customers reduce water usage to save on water bills
Call CMC Energy at1-877-902-1888
**** Or apply at your local NEC if your household income falls at or below 150% FPL**
- PGW’s CRP Home Comfort Program**
Energy conservation program for gas heating customers who are on the Customer Responsibility Program
*Apply at a PGW Customer Service Center, see page 18 for PGW’s CRP

ALL ENERGY SERVICES - by NEIGHBORHOOD

Neighborhood Energy Centers -NECS (see map on back cover)

Each NEC is a one-stop-shop for energy programs and provides a comprehensive approach to energy problems for low to moderate-income consumers in the community.

Achievability	215-748-8838
Center In the Park	215-848-7722
Congreso De Latinos Unidos, Inc.	215-763-8870
Diversified Community Services	215-336-3511
Germantown Crisis Ministry	215-843-2340
Greater Philadelphia Asian Social Services	215-456-1662
Hispanic Assn. of Contractors & Enterprises (HACE)	215-437-7867
Hunting Park NAC	215-225-5560
New Kensington CDC	215-427-0350
Nicetown CDC Community Center	215-329-1824
Southwest CDC	215-729-0800
Strawberry Mansion NAC, Inc.	215-235-7505
United Communities	215-468-1645
We Never Say Never	215-452-0440

HEAT-RELATED NEEDS

Heater Hotline (Homeowners)	215-568-7190
Provides emergency heater repair for low income homeowners	
Basic Systems Repair Program	215-448-2160
Plumbing, electrical and structural repairs for low income homeowners	

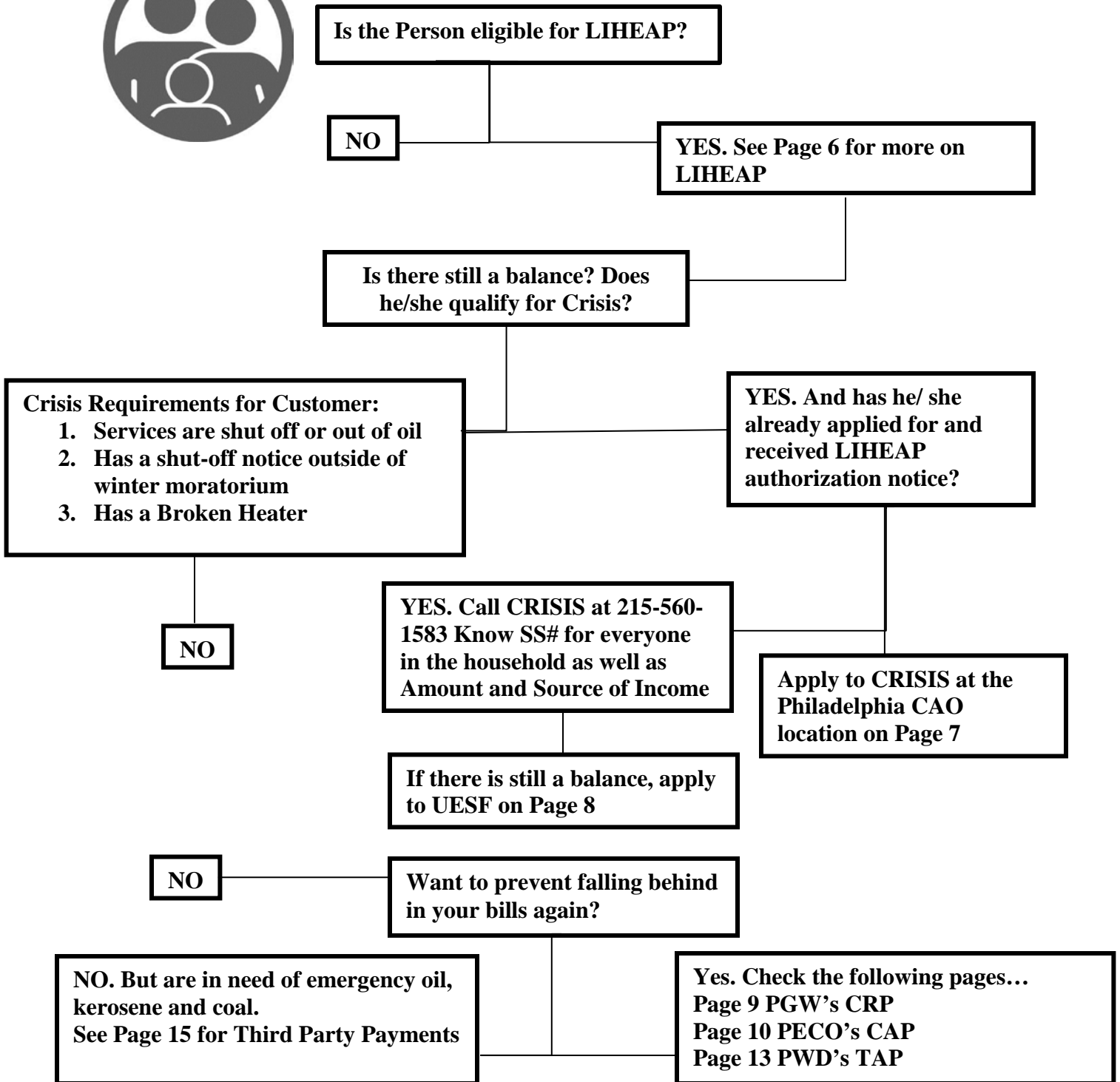
ASSISTANCE with UTILITY DISPUTES and OTHER PROBLEMS

Community Legal Services Utility Hotline	215-981-3746
Legal advice and representation concerning utility disputes for low-income customers	
PA PUC -Bureau of Consumer Services	1-800-692-7380
Responds to complaints about Electric, Gas, Water and Telephone service	
PA Attorney General's Bureau of Consumer Protection	215-560-2414

GENERAL INFORMATION

PA 211 Southeast Pennsylvania	215-568-3750
All-purpose information and referral service free to all Philadelphians	
PCA Helpline	215-765-9040
Resource/referral service for senior citizens (60 & over)	

FUEL ASSISTANCE REFERRAL DECISION PATH



INCOME GUIDELINES

Programs listed in the 2016-2017 Philadelphia Energy Directory use income guidelines based upon the following Federal Poverty Level.

250% of the poverty level...

Family Size	Annual Income
1	30,150
2	40,600
3	51,050
4	61,500
5	71,950
Per each person added	add 10,450

Applicable to this Program:

UESF- Water Only

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200% of the poverty level...

Family Size	Annual Income
1	24,120
2	32,480
3	40,840
4	49,200
5	57,560
Per each person added	add 8,360

Applicable to these Programs:

Weatherization Assistance Program WAP

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PECO's LIURP

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SHARP

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175% of the poverty level...

Family Size	Annual Income
1	21,105
2	28,420
3	35,735
4	43,050
5	50,365
Per each person added	add 7,315

Applicable to these Programs:

UESF

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Private Fuel Assistance Fund

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150% of the poverty level...

Family Size	Annual Income
1	18,090
2	24,360
3	30,630
4	36,900
5	43,170
Per each person added	add 6,270

Applicable to these Programs:

LIHEAP

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Crisis

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PGW's Customer Responsibility Program

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Private Fuel Assistance Funds

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PGW's Home Comfort Program

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Water Conservation Assistance Program

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Heater Hotline

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Basic Systems Repair Program-BSRP

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PECO CAP

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Tiered Assistance Program TAP

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NEIGHBORHOOD ENERGY CENTERS

BACKGROUND

NECs grew out of the collective experience of neighborhood-based groups. Their experience has shown that the only effective way to meet the energy needs of low and moderate income people is to combine, at the point of service delivery, all three basic energy services: bill payment assistance, conservation and education.

A Neighborhood Energy Center (NEC) is:

- ✓ A one-stop shop for energy programs
- ✓ A neighborhood organization, which provides a coordinated and comprehensive approach to energy and related problems for low and moderate-income consumers in its community

CORE SERVICES

Fuel Assistance

NECs provide intake for available fuel assistance programs:

- ✓ LIHEAP
- ✓ UESF
- ✓ Emergency oil and other third party programs

Conservation

- ✓ Weatherization Assistance Program intake
- ✓ Referrals to energy-related home repair or conservation programs

Education

- ✓ Energy conservation workshops
- ✓ One-on-one, in-home education
- ✓ Energy counseling and utility advocacy
- ✓ Budget counseling

Related Housing Services

- ✓ Housing counseling (offered at most NECs)

Information and Referral, e.g.

- ✓ Bill payment programs
- ✓ Heating system repair

See back cover for NEC locations and phone numbers

LIHEAP BASIC GRANT

The Low Income Home Energy Assistance Program -LIHEAP-is a federal program to help pay for primary or secondary heating costs **once within a program year**. Homeowners and renters are eligible.

BACKGROUND

- ✓ **No past due heating bill is required.**
- ✓ **Apply early!**
- ✓ No lien is placed on property
- ✓ People who have no income must show how basic living needs of the household are being met
- ✓ Renters, other than subsidized housing tenants, are eligible regardless of whether they pay for heat or heat is included in the rent
- ✓ Subsidized housing tenants are eligible if they pay for heat, not included in rent
- ✓ Roomers are eligible if their charge for room and board is not based on a percentage of their income or type of income. Related household members cannot be roomers. All related household members must be considered under one household and must verify all income in the home
- ✓ LIHEAP cash has a minimum benefit amount of \$200 and maximum benefit of \$1,000

INCOME GUIDELINES

150% of the Federal Poverty Level (See pg. 4)

DOCUMENTATION

- ✓ Social Security number for everyone in the household (not required for households in which everyone is receiving public assistance, SSI or food stamps)
- ✓ 30 days proof of income for all members of the household (not required for households in which everyone is receiving public assistance, SSI or food stamps)
- ✓ Latest heating bill (not required for tenants whose heat is included in rent)
- ✓ Proof of address, if address and name are not on heating bill
- ✓ If heat is included in rent, copy of lease and statement indicating type of fuel used or letter from landlord stating heat is included and type of fuel used. Include landlord's telephone number, if possible

INTAKE

- ✓ Apply in person at Neighborhood Energy Centers (NECs), PGW & PECO District offices, Mayor's Office of Community Services (MOCS), senior centers, fuel dealers and other outreach sites. Also any public welfare district office. See back cover for NEC service area and phone number.
- ✓ Or, call PGW's Hotline at 215-684-6100.
- ✓ Or, call Help Line at 1-800-34Help4 for mail-in application.
- ✓ Or, call LIHEAP Hotline at 215-560-1583 or, PCAO Change Center at 215-560-PCAO for mail-in application. And mail to 1348 Sedgley Avenue, Philadelphia, PA 19132.
- ✓ Walk-in applicants report to 1348 Sedgley Avenue, Philadelphia, PA 19132

OPERATING DATES

- ✓ Cash: November 1, 2017 – April 6, 2018
- ✓ Crisis: November 1, 2017 – April 6, 2018

CRISIS GRANT

The Crisis grant is a Federal Program that helps pay heating costs in a heating emergency. **LIHEAP cash grant approval is not required in order to apply for a LIHEAP Crisis grant.**

BACKGROUND

A Crisis grant is available to:

- ✓ Pay for gas heat if service is off or threatened to be shut-off
- ✓ Pay for electricity if needed to run heater and service is off or threatened to be shut-off
- ✓ Pay for fuel oil if customer is nearly out of fuel
- ✓ Pay for kerosene (must be picked up in authorized containers)
- ✓ Repair or Replace broken heating system
- ✓ Minimum benefit of \$25
- ✓ Maximum benefit of \$500

INCOME GUIDELINES

150% of the Federal Poverty Level (See page 4)

DOCUMENTATION

- ✓ Provide a Social Security number for everyone in the household
- ✓ 30 days proof of income for all members of the household
- ✓ Proof of responsibility for heating in household and valid shut-off notice
- ✓ Proof of address
- ✓ Already be eligible for the LIHEAP Program (See page 6)

INTAKE

**Philadelphia CAO
1348 W. Sedgley Avenue
Philadelphia, PA 19132**

**Hours: 8:00am – 4:00pm
Monday - Friday**

“For more information call: 215-560-1583”

The Department will no longer operate a Crisis Exception Program. Instead, the regular crisis component will begin November 1, 2017, concurrent with the LIHEAP cash season open date and end April 6, 2018. This will allow utilities to receive crisis payments before the winter moratorium begins.

OPERATING DATES

November 1, 2017 – April 6, 2018



Utility Emergency Services Fund Grant Program

UESF will assist with an electric, gas, or water account in shut off status or already terminated. The maximum amount of assistance from UESF is \$1,500, including the UESF grant plus a matching utility bill credit.

The maximum amount of assistance for individual utilities, including the UESF grant plus the matching utility bill credit, is either \$500 or \$1,500 depending upon the funding source for electric (PECO), \$1,500 for gas (PGW), or \$2000 for water (PWD). All grants must be applied to the utility account and reach a zero balance. If the bill is in excess of the grant, the applicant is responsible for the balance.

Eligibility

- Applicant must have notice of termination or be off service for PECO, PGW or PWD
- Applicant must be a Philadelphia resident
- Applicant must not have received a UESF grant in the past 24 months
- Applicant must apply for LIHEAP Cash and Crisis programs when available

Income Guidelines

175% of the Federal Poverty Level (See Page 4)

UESF Intake Sites

<p><u>ACHIEVEability</u> 59 North 60th Street Philadelphia, PA 19139 Phone: (215) 748-8838 Fax: (215) 474-2478</p>	<p><u>Nicetown CDC</u> 4300 Germantown Ave. Philadelphia, PA 19140 Phone: (215) 329-1824 Fax: (215) 329-1825</p>	<p><u>Water Revenue Bureau</u> 1401 JFK Boulevard Philadelphia, PA 19101 Phone: (215) 686-6880 Fax: (215) 686-0169 <u>Water Customers Only</u></p>	<p><u>GPASS</u> 4943 North 5th Street Philadelphia, PA 19120 Phone: (215) 456-0308 Fax: (215) 456-1664</p>
<p><u>Center in the Park</u> 5818 Germantown Ave. Philadelphia, PA 19144 Phone: (215) 848-7722 Fax: (215) 848-0979</p>	<p><u>H.A.C.E.</u> 4907 Frankford Ave. Phila, PA 19124 Phone: (215) 437-7867 Fax: (215) 437- 7864</p>	<p><u>Strawberry Mansion</u> 2829 W. Diamond Street Philadelphia, PA 19132 Phone: (215) 235-7505 Fax: (215) 235-3122</p>	<p><u>We Never Say Never</u> 4427 Lancaster Avenue Philadelphia, PA 19104 Phone: (215) 452-0440 Fax: (215) 452-0151</p>
<p><u>Dixon House</u> 1920 South 20th Street Philadelphia, PA 19145 Phone: (215) 336-3511 Fax: (215) 551-4327</p>	<p><u>Urban League of Philadelphia</u> 121 S. Broad Street, 9th Floor Phila, PA 19107 Phone: (215)985-3220 Fax: (215)985-3232</p>	<p><u>Southwest CDC</u> 6328 Paschall Avenue Philadelphia, PA 19142 Phone: (215) 729-0800 Fax: (215) 726-5719</p>	<p><u>People's Emergency Center (PEC)</u> 325 N. 39th Street Phila, PA 19104 Phone (267)777-5837 Fax: (267)401-1027</p>
<p><u>Hunting Park NAC</u> 3760 N. Delhi Street Philadelphia, PA 19140 Phone: (215) 225-5560 Fax: (215) 225-4960</p>	<p><u>United Communities</u> 2029 South 8th Street Philadelphia, PA 19148 Phone: (215) 468-1645 Fax: (215) 468-5914</p>	<p><u>Germantown Ministry</u> 35 W. Cheltenham Avenue Philadelphia, PA 19144 Phone: (215) 843-2340 Fax: (215) 843-6020</p>	<p><u>New Kensington CDC</u> 2515 Frankford Avenue Philadelphia, PA 19125 Phone: (215) 427-0350 Fax: (215) 427-1302</p>
<p><u>Action Wellness</u> 1216 Arch Street, 6th Flr Phila, PA 19107 Phone: (215)981-0088 Fax: (215)558-6653</p>	<p><u>City Hall North</u> 22nd & Somerset St. Philadelphia, PA 19132 Phone: (215)685-9744 Phone: (215) 685-9745 Phone: (215) 685-9738 <u>Water Customers Only</u></p>	<p><u>Congreso De Latinos Unidos, Inc.</u> 216 W. Somerset Street Philadelphia, PA 19133 Phone: 215-763-8870</p>	<p><u>Concilio</u> 141 E, Hunting Park Ave Phila, PA 19124 Phone: (215)627-3100 Fax: (215) 456- 0327</p>

UESF has expanded its scope to assist vulnerable families with housing stabilization and provides assistance with rent, mortgage and security deposits through a variety of additional programs. Please contact 215-972-5170 for additional information.

PGW's CUSTOMER RESPONSIBILITY PROGRAM

Universal Services Program

PGW's Customer Responsibility Program (CRP) is a customer assistance program that can help low-income customers better afford their PGW bills and maintain their gas service.

PROGRAM ELIGIBILITY

- ✓ Residential Customers
- ✓ Must be **150% of the Federal Poverty Level** or below

APPLICATION PROCESS

- ✓ Applications are accepted year-round
- ✓ **Apply by Mail or in Person**
- If applying by mail, print out an application by visiting PGW's website at www.pgworks.com/crp or contact PGW to have an application sent to you. Or visit a NEC (see back cover for map)
- ✓ Must provide proof of income for everyone in household and provide social security numbers for everyone in household

AGREEMENT TYPES

- ✓ If poverty level is less than 50%.....pay 8% of household income
- ✓ If poverty level is between 50-100%.....pay 9% of household income
- ✓ If poverty level is between 100-150%.....pay 10% of household income

MINIMUM PAYMENT

- ✓ The minimum monthly payment is \$25
- ✓ Plus a \$5 co-pay toward pre-program arrears, if applicable

RESPONSIBILITIES

- ✓ Pay CRP bills on time and in full
- ✓ Apply for LIHEAP and assign the grant to PGW. The grant is applied directly to what the customer must pay
- ✓ Accept conservation, weatherization and energy education if offered free of charge
- ✓ Allow PGW access to the meter when requested
- ✓ Notify PGW immediately if there are changes to household size or income
- ✓ Re-apply for CRP once per year to recertify agreement

ARREARAGE FORGIVENESS

- ✓ 1/36 forgiveness of arrearages accumulated before the program each month, if applicable, provided that payment is made in full and on time

PECO – Universal Services Program

Customer Assistance Program (CAP)

CAP is a credited program for eligible PECO’s low-income, residential customers, whose total gross household income levels are at or below 150% of the federal poverty level (FPL). The credit will be based on the customer’s total household income and the energy they use. A customer’s past due balance amount does not factor into PECO’s eligibility determination. The program is offered year-round. For additional Information please call: **1-800-774-7040**.

CAP Credit Calculation

The following three pieces of information will determine the customers cap credit:

1. Federal Poverty Level Percentage
2. Energy Burden
3. Historical Usage

1. Federal Poverty Level Guidelines (2017)

Family Size	50% FPL	100% FPL	150% FPL
1	\$491	\$981	\$1,472
2	\$664	\$1,328	\$1,992
3	\$838	\$1,675	\$2,512
4	\$1,011	\$2,021	\$3,032
5	\$1,184	\$2,368	\$3,552
6	\$1,358	\$2,715	\$4,072
7	\$1,531	\$3,061	\$4,592
8	\$1,704	\$3,408	\$5,112
For Each additional person add	\$174	\$347	\$520

2. Energy Burden

Energy Burden is the percentage of households’ income that should go towards energy bills. The numbers below were established by the Pennsylvania Public Utility Commission.

CAP Energy Burden Percentages				
FPL Range	Electric	Electric Heating	Gas	Gas Heating
0-50%	5%	13%	8%	8%
51-100%	6%	16%	10%	10%
101-150%	7%	17%	10%	10%

3. Historical Usage

Historic usage will be based on the customers last twelve months of usage.

When twelve months of usage is not available PECO will obtain “proxy” usage based on the following order of steps

1. Usages at that residence by the customer for the time he/she has been with PECO along with actual usage by prior customers for the months the customer was not with PECO
2. Usage at that residence by a prior customer
3. System-wide usage (CAP usage averages)

Customers are required to re-certify their eligibility on a bi-annual basis.

Completed CAP Application

To enroll in CAP, customers must submit a completed, signed CAP application along with proof of income for all household members, 18 years of age or older. CAP applications can be submitted free of charge via 4 different mediums;

1. U.S. Mail (*a postage paid, return envelope is included with the CAP application package*)
2. Fax
3. On-line
4. E-mail

Once eligibility for CAP has been determined, a letter outlining CAP guidelines, requirements and other program information is mailed to the customer.

Once enrolled in CAP, customers **MUST**:

- ✓ Pay their CAP bills in full and on time
- ✓ Verify total household income when requested
- ✓ Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available
- ✓ Take part in the Low-Income Usage Reduction Program (LIURP) if the household is identified as a high user
- ✓ Report any changes in their household income right away

Customers are notified if they did not meet CAP income eligibility and are encouraged to reapply, if there is a change in their gross household income.

CAP Re-Certification

Customers are required to recertify for CAP every two (2) years. To recertify for CAP, customers must submit a new, completed CAP application, along with proof of total gross household income for each household member 18 years of age or older.

CAP Re-certification Process

Forty-Five (45) days prior to the customer's re-certification date, a notice of re-certification is mailed to the customer requesting the customer to provide current financial and household information. The customer is expected to submit a completed CAP application along with documentation that verifies the total gross household income of each household member, age 18 or older. **If the re-certification process is not completed by the re-certification date, the customer will lose their CAP benefit.**

- ✓ If the customer no longer meets CAP eligibility, or fails to return the requested information, a letter is mailed informing the customer that they no longer qualify for the program. The account is removed from CAP
- ✓ If the customer remains eligible for CAP after completing the re-certification process, a letter is mailed to the customer informing them that they have successfully completed their CAP re-certification

If the customer remains eligible for CAP and is eligible for a greater credit due to a change in financial and household information, the account is re-certified and given the appropriate CAP credit.

CAP Re-Assessment

CAP accounts will be reassessed every three months, incorporating the most recent 3 months of

consumption. If during the re-assessment, the customer is eligible for a different credit amount (more or less), that amount is automatically applied to the account.

Pre-Program Arrearage Forgiveness

CAP eligible customers who have an arrearage at the time of their initial enrollment in CAP are eligible to have that entire arrearage forgiven. Each time the customer pays their new CAP bill, in full and on-time, 1/12th of their arrearage is forgiven. Conceivably, if the customer continues to make in-full / on-time payments for 12 consecutive months, their entire arrearage is forgiven within a 12-month period. This benefit is available to all customers at their initial enrollment in CAP, regardless of the amount of their arrearage.

Dismissal from CAP

Customers may be removed from CAP for the following reasons:

- ✓ Over income guidelines
- ✓ Failure to meet program requirements
- ✓ Failure to accept program services
- ✓ Failure to participate in a LIURP audit
- ✓ Failure to complete the re-certification process
- ✓ Fraud, Theft of service, or other misappropriations of service

For additional information please call 1.800.774.7040

PWD-Tiered Assistance Program (TAP)

Tiered Assistance Program (TAP)

TAP is the City’s new Tiered Assistance Program for low-income customers and those with special hardships that reduces monthly water and wastewater bills. TAP provides customers with a consistent, income-based bill.

Program Highlights

- Monthly bills based on income. This can range from 2-4% of a customer’s total household income. Customers in the lowest income bracket may have a minimum bill of about \$12 per month.
- No need to pay past-due amounts on monthly bills. Past due amounts are suspended if you continue to pay your bill in full and on time.
- Bills do not go up based on usage, preventing high bills that are hard to pay. Customers only pay a set monthly bill making it easier to budget and plan.
- Customers who pay their monthly without missing a payment for two years will have past penalties forgiven.
- No need to be behind on your bills to qualify. Anyone struggling with their water bill should apply and avoid falling behind.
- Senior citizens (65 years or older) are eligible for TAP. For those that qualify for TAP and senior citizen discount, we will look at both options and place the customer in the one that serves them best. Seniors **cannot** get a senior citizen discount on top of their TAP bill.

Customer Groups and Assistance Benefits			
Customer Income 0-50% FPL	Customer Income 51-100% FPL	Customer Income 101-150% FPL	Income 151% FPL or more and Special Hardship
Monthly bill capped at 2% of monthly income	Monthly bill capped at 2.5% of monthly income	Monthly bill capped at 3% of monthly income	Monthly bill capped at 4% of monthly income
No payments toward past-due bills	No payments toward past-due bills required	No payments toward past-due bills required	No payments toward past due bills required
			No income limit for Special Hardship

Monthly Gross (pre-tax) Household Income and Potential Assistance Benefits

Household Size	Maximum Gross Income 150% FPL	Maximum Gross Income 250% FPL
1	\$1,508/ month	\$2,513/ month
2	\$2,030/ month	\$3,383/ month
3	\$2,553/ month	\$4,254/ month
4	\$3,075/ month	\$5,125/ month
5	\$3,598/ month	\$5,996/ month
6	\$4,120/ month	\$6,867/ month
7	\$4,643/ month	\$7,738/ month
8	\$5,165/ month	\$8,608/ month
For Each additional person add	\$523	\$871

A special hardship can include:

- Increase in household size
- Loss of a job lasting more than 4 months
- Serious illness lasting more than 9 months
- Death of a primary wage earner
- Domestic violence
- Other circumstances that threaten a household’s access to the necessities of life

Shut Offs and Arrears Rules Regarding TAP

- The City will not pursue collection of past-due bills if customers enroll in TAP and pay bills in full and on time. Any penalties will be waived if customers pay their monthly bill in full for 24 months without missing a bill.
- If customer is not enrolled in TAP and receives a shut off notice or is already shut off, they **should** still fill out and submit in their TAP application. To allow customers time to finish applications, no attempt to shut off water will be taken for 14 days after an application is requested. If the water is already shut off, service will be restored for the same 14-day grace period. Applications must be received within the 14-day period to maintain water service.
- Customers enrolled in TAP **can** get their services shut off. This can happen if the balance reaches \$75 or higher and the customer is two bill cycles behind on payments. Customers still falling behind should call 215-685-6300 immediately.

Where can customers get TAP applications?

- Customers can call 215-685-6300 or go to www.phila.gov/water-bill-help to request an application.
- Customers can also fill out the application online.
- Customers can request a printed application in person at the Municipal Services Building concourse (1401 JFK Blvd.), satellite offices and at a partner organizations such as a local Neighborhood Energy Center (NEC), Utility Emergency Services Fund (UESF) or Community Legal Services (CLS).

Blank applications are not available for customers. Every application has a unique barcode associated with that customers water account. A blank application is an application without a barcode. **Do not submit blank applications.**

PRIVATE FUEL ASSISTANCE FUNDS

PHILADELPHIA CORPORATION FOR AGING

Grants up to \$100 for heat/utility emergencies may be available per year with a shut-off notice. Limited funds are available and can only be used **once per year**. Funds may also be available for food, medical and other emergencies.

- Must be over 60 and at, or below, 175% poverty level (See Page 4)
- All other sources must be exhausted first
- Referrals accepted from social service agencies and clergy
- Documentation required in all cases

Call: PCA Intake Line at 215-765-9040. **Please do not give phone number to clients.**



GRANDOM FOUNDATION

Emergency oil grant only:

- Grant up to 100 gallons of fuel oil
- Income level: **150% of the Federal Poverty Level** (see page 4)
- Must have applied for LIHEAP and Crisis, if eligible.

Call: Diversified Community Services: 215-336-3511
Greater Philadelphia Asian Social Service Center (GPASS):215-456-1662 ext.116
New Kensington CDC: 215-427-0350
United Communities: 215-468-1645 ext. 200



CATHOLIC SOCIAL SERVICES

Funds are limited and only available once a year, not on-going.

Eligibility determined through comprehensive assessment with social worker.

Must call to schedule an appointment.

Call: 267-331-2490	Help Line Number (all counties)
215-724-8550	6214 Grays Avenue, Philadelphia, PA 19142
215-624-5920	7340 Jackson Street, Philadelphia, PA 19136
267-331-2500	4400 N. Reese Street, Philadelphia, PA 19140



Veterans Multi-Service Center

Crisis alleviation funds which can be used for medical, food, rent, heat/utility and other emergencies.

Eligibility, requirements, and funding vary by program

Call: 215-923-2600 213N. 4th Street, Philadelphia, PA 19106

SENIOR CITIZEN DISCOUNTS

PGW's Senior Citizen Discount

PGW's Senior Citizen Discount Program is not open to new participants under the presently approved tariff. Participants who enrolled in the Program prior to September 1, 2003 are "grand fathered" into the program and will continue to receive the discount. In the event a participant passes away, seniors who were aged 65 or older prior to September 1, 2003 and lived with the participant, will be able to continue the discount, but must have the gas service transferred into their name.



WRB's Senior Citizen Discount

The Water Revenue Bureau has a 25% discount for customers who are 65 years of age or older and meet a yearly income requirement.

- Requirements:**
1. Must be 65 years old or over
 2. Live at the address listed on your application
 3. Have the water and sewer bill in your name
 4. Total household income of no more than \$31,500

To have an application mailed to you, call 215-686-6880. Or download it at www.phila.gov/revenue

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

This federally funded program, administered by the Energy Coordinating Agency (ECA) and the Philadelphia Housing Development Corporation (PHDC) provides free weatherization and energy conservation improvements for any fuel type, to both homeowners and renters (with written permission of landlord).

INCOME GUIDELINES

200% of the Federal Poverty Level (See Page 4)

SERVICES

Depending on the results of a free audit, services may include:

- ✓ Weather-stripping, caulking, repair of windows and doors
- ✓ Wrapping of hot water heaters, heating pipes and ducts
- ✓ Sealing of basement openings, crawl spaces and chase ways
- ✓ Insulation of the roof area and bays
- ✓ Energy education
- ✓ Electricity conservation measures, e.g. lighting retrofit, refrigerator upgrades, etc.
- ✓ Heating system repair or replacement

INTAKE

Apply by calling 215-988-0929 (press 2), or by contacting your local **Neighborhood Energy Center** (see back cover for NEC map) or apply online at www.ecasavesenergy.org/services/weatherization-assistance

ACHIEVEability	215-748-8838
Center In The Park	215-848-7722
Congreso De Latinos Unidos, Inc.	215-763-8870
Diversified Community Services – Dixon House	215-336-3511
Germantown Crisis Ministry	215-843-2340
Greater Philadelphia Asian Social Services (GPass)	215-456-1662
Hispanic Assn. of Contractors & Enterprises (HACE)	215-437-7867
Hunting Park NAC	215-225-5560
New Kensington CDC	215-427-0350
Nicetown CDC Community Center	215-329-1824
Southwest CDC	215-729-0800
Strawberry Mansion NAC, Inc.	215-235-7505
United Communities	215-468-1645
We Never Say Never	215-452-0440

PHDC INTAKE

Apply by calling the PHDC Hotline at 215-448-2160 and an operator will assist you. The Hotline will be open based on the availability of funding

OPERATING DATES

Year-round

PGW's CRP HOME COMFORT PROGRAM

PGW's CRP Home Comfort Program is designed to improve the overall energy performance of selected PGW customers enrolled in the Customer Responsibility Program (CRP).

INCOME GUIDELINES

- ✓ **150% of the Federal Poverty Level** (See Page 4)
- ✓ Enrolled in CRP

SERVICES - may include the following:

- ✓ Diagnostic energy assessment
- ✓ Blower door guided shell tightening
- ✓ Programmable thermostats
- ✓ Hot water conservation devices (if gas hot water)
- ✓ Energy education
- ✓ Roof insulation
- ✓ Heating system tune-up or replacement

INTAKE

- ✓ PGW selects targeted CRP customers
- ✓ Customers who are selected must accept weatherization if offered as a requirement of CRP
- ✓ Customers who would like to enroll in CRP may apply at a PGW District Office (see Page 58)

OPERATING DATES

Year-round



PECO – Universal Services

LIURP - Low Income Usage Reduction Program

LIURP is a program that assists PECO's low-income, residential customers to lower the amount of energy use in their homes by installing usage reduction measures and conservation education.

LIURP is offered to both electric and gas customers of PECO. All LIURP services are provided at no cost to the customer.

An energy audit is conducted to determine the usage reduction measures that are needed. After the energy audit, some of the following usage reduction measures may be applied:

- ✓ Caulking and weather stripping
- ✓ Water heater tank and pipe wrap
- ✓ Air conditioner swap
- ✓ Refrigerator swap
- ✓ Conservation education
- ✓ Energy efficient lighting
- ✓ Thermostat replacement

Income Eligibility

The household's gross income must be at or below 200% of the Federal Poverty Level (FPL).

For additional information and enrollment – Call: 1-800-675-0222

PWD's Low Income CONSERVATION ASSISTANCE PROGRAM (LICAP)

The Philadelphia Water Department's Low Income Conservation Assistance Program (CAP) is a program designed to reduce wasted water in low-income households. The service is provided free to eligible water customers. PWD's contractor, CMC Energy Services, performs the work on behalf of PWD.

ELIGIBILITY REQUIREMENTS:

- ✓ Household income cannot exceed the **150% Federal Poverty** guideline
- ✓ Water bill must be in the name of the LICAP applicant
- ✓ Applicant must reside at premises scheduled for LICAP services
- ✓ If LICAP applicant is a tenant, homeowner must sign consent form
- ✓ Residence must have current water service and an operable AMR water meter
- ✓ Must be enrolled in the Tiered Assistance Program (TAP)

SERVICES

Home inspection (checking for leaks), installation of water saving measures on plumbing fixtures and minor repairs as needed

Interior services include:

- ✓ Plumbing leak repair on SUPPLY LINES
- ✓ Low-flow showerheads
- ✓ Faucet aerators
- ✓ Toilet dams or other comparable device
- ✓ Education
- ✓ Toilet Replacement

INTAKE

Apply over the phone at 877-902-1888 or make an appointment at your closes NEC. See the back cover to find the nearest one to you.

For customers whose income falls between 151 – 250% of the Federal Poverty Level, please see UESF's Water Housing Stabilization Program.



PGW's RESIDENTIAL HEATING REBATES

Rebates available to encourage PGW customers to buy the most energy efficient residential heating equipment possible.

ENROLLMENT AND ELIGIBILITY

- ✓ Customer can apply after the heating equipment is paid in full and installed by a licensed contractor

REBATE AMOUNTS FOR ELIGIBLE EQUIPMENT

Equipment	First Unit	Additional Units in Project
94% AFUE Furnace	\$500	\$250
94% AFUE Boiler	\$1,500	\$800

OPERATING DATES: Rebates are awarded on a first-come, first-serve basis and are subject to available funds. PGW encourages you to check the program website for program updates and available budgets.

TO APPLY: Please visit www.pgwenergysense.com or call 855-PGW-SOLVES



PGW EnergySense HOME REBATES PROGRAM

The PGW EnergySense Home Rebates program helps customers save energy while improving the health and safety in their home.

DESCRIPTION

- 1) Customers select a PGW approved home energy professional to perform an Energy Assessment for just \$150 (70% off from the standard \$500 rate)! The assessment tests heating equipment, pinpoints air leaks and identifies health and safety concerns. Customers receive a report which includes any issues identified, and provides solutions including cost and PGW rebate estimates
- 2) PGW's contractors will return to complete the requested work, including air sealing, insulation, heater replacement, low flow devices, and more. When the job is complete, the work will be inspected at no additional cost
- 3) PGW pays rebates up to \$3,000 based on the amount of natural gas the project saves. Rebates will vary based on home's natural gas usage and project type

ELIGIBILITY

- ✓ Residential customers in PGW's service territory living in single-family properties.

OPERATING DATES

- ✓ Program is approved until funds are exhausted

TO APPLY

- ✓ Please visit www.pgwenergysense.com or call 855-PGW-SOLVES

PECO RESIDENTIAL ENERGY EFFICIENCY SOLUTIONS

Appliance Recycling

Customers can save up to \$150 a year on their energy bill by getting rid of an older, working refrigerator or freezer. PECO will pick it up, recycle it and pay customers a \$50 rebate. Plus get a \$10 rebate for a room air conditioner with the pickup of a fridge or freezer. To schedule a pickup online, visit peco.com/recycling, or call 1-888-5- PECO-SAVE (888-573-2672).

Home Rebates

PECO offers rebates on qualified ENERGY STAR[®] appliances and HVAC equipment including:

- ✓ ENERGY STAR qualified refrigerators and freezers
- ✓ ENERGY STAR qualified room air conditioners, air purifiers and dehumidifiers
- ✓ ENERGY STAR qualified central air conditioning systems
- ✓ ENERGY STAR qualified air source heat pumps
- ✓ ENERGY STAR qualified ductless mini split systems
- ✓ ENERGY STAR qualified heat pump water heater
- ✓ ENERGY STAR qualified natural gas furnace
- ✓ High efficiency furnace fan
- ✓ ENERGY STAR qualified natural gas boiler
- ✓ Gas storage tank water heater
- ✓ Rebate for converting to natural gas heat

Rebates are also available for variable speed pool pumps, for fuel switching from electric baseboard and electric furnace to natural gas furnace, and more. Visit www.peco.com/rebates, to submit a rebate application online. **See chart below for details**

Lighting Discounts

PECO discounts (CFLs) and (LEDs) at hundreds of stores. For a list of stores and for information about which bulb to select for your application, visit www.peco.com/lighting.

Energy Assessments

Energy Assessment

Customers can sign up to have a trained PECO energy advisor come to their home to diagnose energy loss due to air leakage and report on specific steps they can take to save energy and money. At the time of the visit, the auditor will also install energy saving products and provide a personalized report with energy saving recommendations. All PECO residential electric customers are eligible for the 1-2 hour walk through assessment for \$25 (a \$150 value). Schedule an appointment at peco.com/assessment or 1-888-5-PECO-SAVE (888-573-2672).

Energy Assessment Plus

PECO electric heat customers are eligible for a more comprehensive energy audit featuring diagnostic testing such as blower door test and infra-red analysis, for \$25 (a \$300 value). The energy audit takes 3-4 hours depending on the size of the home. To schedule an appointment, visit peco.com/assessment or call 1-888-5-PECO-SAVE (1-888-573-2672).

Free Energy Checkup Low Income Energy Efficiency Program

Income eligible customers may qualify for a free energy audit including direct installation of energy saving products such as CFL bulbs, faucet aerators, low flow showerheads, pipe wrap and more. Customers meeting income eligibility requirements should call 1-800-675-0222 to schedule an energy audit.

PECO PHILADELPHIA HOME ENERGY REBATES

Appliance Rebates	
ENERGY STAR Room AC	\$15
ENERGY STAR Clothes Dryer	\$15
ENERGY STAR Freezer	\$20
ENERGY STAR Refrigerator	\$20
ENERGY STAR Clothes Washer	\$25
ENERGY STAR Bathroom Ventilation Fan	\$25
ENERGY STAR Dehumidifier	\$50
Energy Star Air Purifier	\$50
Heat Pump Clothes Dryer	\$75
Fuel Switching Electric to Natural Gas	
Fuel Switch: Stovetop/Range	\$125
Fuel Switch: Clothes Dryer	\$150
Fuel Switch: Water Heater	\$400
Fuel Switch: Baseboard/Furnace	\$1,000
Water Heating	
ENERGY STAR Heat Pump Water Heater	\$350
Ground Source deSuper heater	\$150
Pool	
Variable Speed Pool Pump	\$200
HVAC Rebates	
ENERGY STAR Central AC 15-17.99 SEER 12.5+EER	\$50/ton
ENERGY STAR Central AC 18+ SEER 12.5+EER	\$85/ton
ENERGY STAR Air Source Heat Pump 16-17.99 SEER 12.5+EER	\$60/ton
ENERGY STAR Air Source Heat Pump 16-17.99 SEER 12.5+EER	\$110/ton
Furnace Fan	\$100

Natural Gas Conversion and Equipment Upgrade Rebates

Residential Natural Gas Conversion and Equipment Rebates	
Converting from another fuel source to natural gas	\$200
ENERGY STAR furnace or boiler	\$300
Natural gas storage tank water heater	\$50
Fuel Switch: Baseboard/Furnace	\$1,000



Pennsylvania Housing Finance Agency’s Homeowners Energy Efficiency Loan Program offers 1% APR¹ loans up to \$10,000 for specific energy efficiency repairs for low and moderate income households.

HEELP loans are affordable!

For example if you borrow: \$ 5,000, you pay \$44/month;

\$10,000, you pay \$88/month;

Note: The minimum loan is \$1,000

Persons	Income Guidelines	
	Monthly	Annual
1	\$3,196	\$38,350
2	\$3,654	\$43,580
3	\$4,108	\$49,300
4	\$4,567	\$54,800
5	\$4,933	\$59,200
6	\$5,296	\$63,550
7	\$5,662	\$67,950
8	\$6,029	\$72,350

80% of Area Medium Income but PHFA will consider clients up to 150% (AMI) based upon individual circumstances

The specific uses for the HEELP funds are:

- ✓ Air sealing, insulation and ductwork
- ✓ Energy efficient windows and doors
- ✓ Energy efficient heating or cooling system repairs or replacements
- ✓ Roof replacements

For more information about HEELP, please visit www.PHFA.org, email HOP_Energy@phfa.org and specify HEELP in the subject line, or call PHFA at 800.822.1174.

EMERGENCY REPAIR PROGRAM

HEATER HOTLINE (homeowners)

Heater Hotline aids low-income homeowners whose heating systems are in need of repair. All calls are prioritized, with the most urgent emergency situations being handled first. The Heater Hotline Program endeavors to respond to high priority cases, e.g. elderly and homebound clients, as quickly as possible. However, some delays should be expected during periods of high demand, e.g. severe weather conditions.

GUIDELINES

- ✓ 150% of the Federal Poverty Level
- ✓ Owner-occupied households ONLY. (Deed and Utilities MUST be in owner's name
Clients should be prepared to present proof of ownership)
- ✓ Single-family dwellings only. No service to apartments, duplexes, etc. Also, client cannot own additional properties
- ✓ *Services are for heating systems and heater-related problems only. Heater Hotline does not provide services to hot water tanks, plumbing, electric or air conditioning

INTAKE

- ✓ Phone intake only. Apply by calling Heater Hotline at 215-568-7190, operated by the Energy Coordinating Agency of Philadelphia, Inc.

OPERATING DATES

- ✓ Program is year round, as funds permit



CRISIS (homeowners and renters)

The Crisis Program can repair or replace heating systems for low-income tenants or homeowners.

GUIDELINES

- ✓ 150% of the Federal Poverty Level

INTAKE

- ✓ By phone at 215-560-1583, if already approved for LIHEAP
- ✓ In person by applying at the Crisis Intake Site (see page 7)

OPERATING

- ✓ November 1, 2017 and continues as long as funds are available

BASIC SYSTEMS REPAIR PROGRAM (BSRP)

BSRP provides emergency repairs, including:

Electrical -- Dangerous electrical conditions, such as overheating or sparking wiring or entire circuits that won't stay on

Plumbing -- Leaking or broken sewer lines or water service lines or correction of violations from the Water Department

Heating Systems -- major repairs and replacements for systems that are not working and that the Heater Hotline has determined to be beyond repair

Roofs -- major repairs or replacements when leaks are causing significant damage to the interiors of properties.

Structural Repairs -- structural repairs to exterior walls of home or other

BACKGROUND

- ✓ Owner-occupants of single-family homes only
- ✓ All hazardous conditions must be resolvable within grant limits in order for any work to be performed.
- ✓ Applicant must not have received services from BSRP within the last three years
- ✓ BSRP does not perform whole house rehabilitation
- ✓ Applicants must be up to date on property tax payments
- ✓ Applicant must not own other property

INCOME GUIDELINES

150% of the Federal Poverty Level (See Page 4)

INTAKE

- ✓ Through the Emergency Repair Hotline at 215-448-2160, Monday through Thursday, 9:00 AM to 4:00 PM and Friday, 9:00 AM to 12:00 PM /for heater repairs call the Heater Hotline at 215-568-7190.

OPERATING DATE

Year-round.

ADAPTIVE MODIFICATIONS PROGRAM

Adaptive Modifications Program (AMP) provides free adaptations to a house or apartment allowing an individual with a permanent physical disability easier access to and mobility within the home.

TYPES OF MODIFICATIONS: Modifications may include one or more of the following:

- ✓ Accessible kitchens and bathrooms
- ✓ Stairway elevators
- ✓ Exterior wheelchair lifts and ramps
- ✓ Railings
- ✓ Barrier free showers
- ✓ First floor bathrooms and half-baths
- ✓ Widened doorways

ELIGIBILITY: To receive services, applicants must be Philadelphia residents who:

- ✓ Have a permanent physical disability
- ✓ Are the owner-occupant or have the owner-occupant's permission to make modifications
- ✓ Living in a property that is structurally sound
- ✓ Have not received AMP services in the past
- ✓ Are current with property taxes or whose landlord is current with property taxes

INCOME GUIDELINES – 50% Area Median Income

INTAKE

- ✓ Through the Emergency Repair Hotline at 215-448-2160, Monday through Thursday, 9:00 AM to 4:00 PM and Friday, 9:00 AM to 12:00 PM /for heater repairs call the Heater Hotline at 215-568-7190.

OPERATING DATE

Year-round.

SENIOR HOUSING ASSISTANCE REPAIR PROGRAM (SHARP)

SHARP is Philadelphia Corporation for Aging (PCA's) minor home repair program for older Philadelphians. Examples of SHARP services include installation of exterior doors with deadbolt locks, installation of carbon monoxide and smoke alarms, the repair or replacement of wooden basement steps, the replacement of leaky faucets and toilets, installation of shut-off valves, installation of wireless door bells, and replacement of electrical switches, receptacles, and fixtures. SHARP can also install grab bars, provide tub benches and toilet frames, install hand-held showers and install wrought iron railings and intercom systems under its modifications component. SHARP is not an emergency repair service. SHARP now allows seniors with higher incomes to participate in the program by cost sharing in expenses.

PROGRAM ELIGIBILITY

To receive SHARP services, applicants:

- ✓ Must be 60 years of age or older
- ✓ Must be a Philadelphia homeowner by recorded deed
- ✓ Reside in the property
- ✓ Have a structurally sound property
- ✓ Have hot and cold running water and active electric and gas utilities
- ✓ Have a main heating system and hot water heater which are operable
- ✓ Did not receive SHARP services during the last five years

INCOME GUIDELINES

- ✓ Seniors with a household income of up to 200% of the Federal Poverty Income Guideline (FPIG) receive SHARP services at no cost
- ✓ Seniors with a household income over 200% of FPIG can participate in a cost sharing of the expenses
- ✓ SHARP counts the income of all members of the senior's household (including temporary residents) with the exception of minors or dependent students
- ✓ SHARP excludes Medicare premiums when counting Social Security income

INTAKE and OPERATING DATES

Applications are taken by PCA's Helpline at (215) 765-9040. Program is open year round.

Philadelphia Water Department Homeowner's Emergency Loan Program (HELP)

The Philadelphia Water Department administers an emergency repair program for defective water and sewer service lines. HELP loans are now available to replace water services lines that are made of lead.

In Philadelphia, water service and sewer drainage pipes are the responsibility of the homeowner. If you received a **Notice of Defect** from the Water Department indicating that your water and sewer lines are broken, leaking or if you have a water service line made of lead, you may qualify for the Homeowner's Emergency Loan Program (HELP). The loan is a zero % interest rate and is payable over sixty (60) months.

The program eligibility guidelines are:

- ✓ The property must be a residential dwelling and not listed as a commercial property
- ✓ The homeowner must have received a **Notice of Defect** issued by the Water Department
- ✓ The property's water bill must be current. Money owed cannot exceed two billing cycles. **If there is an arrearage, a payment agreement must be made with the Water Revenue Bureau (WRB)**
- ✓ The property must not be more than four units
- ✓ The property must have an operable AMR water meter

For lead service line replacement the property must have a confirmed lead service line. The applicant can confirm the presence of lead by performing a lead test at home, or consulting with a registered plumber, or by notification.

To be considered, call **215-685-4901**. Applications will only be completed over the telephone.



Philadelphia Water Department Basement Protection Program (BPP)

The Philadelphia Water Department (PWD) assists water customers with flooding conditions in basements due to heavy rainstorms.

The program eligibility guidelines are:

- ✓ The property's water bill must be current. Money owed cannot exceed two billing cycles. If there is an arrearage a payment agreement must be made with the Water Revenue Bureau (WRB)
- ✓ All plumbing systems must be accessible
- ✓ Property must be subject to water from the City's sewer backing up into your basement through basement fixtures, toilets or floor drains that is connected to the City's sewer
- ✓ All participants in the BPP are required to sign the Basement Back-flow Prevention Agreement
- ✓ All violations issued by PWD or other City Agencies must be abated prior to participating

For further information, you may call 215-685-6069. Applications can be downloaded via the Philadelphia Water Department's website: www.phila.gov/water

PHILADELPHIA GAS WORKS

Philadelphia Gas Works (PGW) is a municipally owned utility and is managed by the Philadelphia Facilities Management Corporation and the Philadelphia Gas Commission. Under the state law, the Natural Gas Choice and Competition Act, PGW rates and customer service are regulated by the Pennsylvania Public Utility Commission (PUC). The PUC enforces PGW's customer service regulations, including the dispute resolution processes.

**This is a summary of some of the PGW Regulations;
please refer to the PGW Service Tariff itself for complete details.**

SHUT-OFFS

Philadelphia Gas Works is not permitted to terminate gas service on certain days and under certain circumstances except in the case of an emergency or a danger to public safety (which includes cases of illegal usage).

PGW may not shut-off service on the following days:

- ✓ Fridays, Saturdays and Sundays
- ✓ Company holidays or the day before a company holiday

PGW may not shut-off service for the following reasons:

- ✓ On a disputed amount, if a customer has an open dispute, PGW may not terminate service for non-payment on the amount that is currently in dispute.
- However, the customer is still responsible for payment on the undisputed bills and can receive collection activity up to termination for non-payment of the unpaid undisputed amount.

PGW may delay the shut-off from December 1st until March 31st if:

- ✓ The household income is at or below 150% of the federal poverty level
- ✓ The household income is between 151% and 250% of the federal poverty level and
 1. Someone in your household is 12 or younger or 65 or older; or
 2. If you have paid 50% of your last two months' gas bills; or
 3. If each of the last two months you have paid at least 15% of your monthly household income toward the gas bills

Different rules may apply if a customer has a valid Protection From Abuse (PFA) Order or other type of court that provides evidence of domestic abuse.

Different rules may apply if a landlord is responsible for the tenant's gas bill.

What to do upon receipt of an undisputed shut-off notice:

- ✓ Pay the past due amount of PGW's charges
- ✓ Go immediately to a PGW office or call 215-235-1777 to discuss your situation. If eligible, you may be able to enter a payment agreement

Shut-off Procedures

- ✓ PGW must provide the customer with at least 10 days written notice of its intention to shut-off service (except in cases of a hazardous condition)
- ✓ PGW must attempt to make personal contact at least three days prior to the scheduled shut-off. This contact may be a telephone call or field visit
- ✓ Upon shut-off, PGW must give written notification of what steps must be taken to have the service restored

Medical Emergencies

The Pennsylvania Public Utility Commission's regulations take into consideration if a person residing in the house is seriously ill or has been diagnosed with a medical condition which requires continuation of service to treat the medical condition.

- ✓ If the customer is in danger of shut-off or if service has been shut off, the customer should inform PGW of the medical emergency which exists in his/her home
- ✓ They should have a physician, physician assistant or nurse practitioner certify to PGW in writing that a member of the customer's household is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition
- ✓ The medical certification form must include the following information:
 - Name and address of the customer of record
 - Name and address of the ill person and his/her relationship to the customer of record
 - Statement that he/she is a resident of the premises in question
 - Name, business address, telephone number, and license or permit number of the certifying physician, physician's assistant or nurse practitioner
 - Anticipated length of the illness or medical condition
- ✓ The physician, physician's assistant or nurse practitioner must provide PGW with the medical certificate in writing. As a convenience, PGW may provide a form to be completed & returned
- ✓ By presenting the certification to PGW, a customer can prevent shut-off for 30 days
- ✓ If a medical certification is obtained, the customer must contact PGW at 215-235-1000 or 215-235-1777 to make payment terms.
- ✓ The customer is entitled to three medical holds per set of arrearages
- ✓ Unless the customer makes a payment agreement or renews the medical certificate, PGW may resume termination activities after the initial 30-day period or the renewal period expires
- ✓ If the service has already been shut-off:
 - The customer should provide the medical certification as soon as possible. The doctor must certify the medical condition in writing before the service can be restored
 - Once the certificate is received, PGW must restore the service within 24 hours
 - The customer must make arrangements to pay the bill after service is restored

DISPUTE PROCEDURES

If the customer receives a gas bill or termination notice with which he or she disagrees, the customer can exercise his/her right to get PGW to investigate and explain the bill.

Dispute Steps to Follow:

- ✓ If the customer has a question about **PGW's bills or service**, first call PGW and try to resolve the problem.
- ✓ If the customer has a dispute, PGW may escalate the dispute to its Dispute Resolution Unit (DRU) to investigate.
- ✓ If PGW does not resolve the problem, the customer may file an INFORMAL COMPLAINT with the Pennsylvania Public Utility Commission (PUC) by either calling 1-800-692-7380 or writing to the PUC at P.O. Box 3265, Harrisburg, PA 17105.
- ✓ If the customer is not satisfied with the PUC's decision on the informal complaint, he or she may file a FORMAL COMPLAINT with the PUC and a hearing will be arranged.
- ✓ If the customer still disagrees, he or she may appeal the decision to the Commonwealth Court.
- ✓ If the customer has a question about **PGW's termination notice**, they should first call PGW and try to resolve the problem.
- ✓ If the customer remains dissatisfied, the customer may file an INFORMAL COMPLAINT with the PUC by either calling 1-800-692-7380 or writing to P.O. Box 3265, Harrisburg, PA 17105.
- ✓ If the customer is not satisfied with the PUC's decision on the informal complaint, he or she may file a FORMAL COMPLAINT with the PUC and a hearing will be arranged.
- ✓ If the customer still disagrees, he or she may appeal the decision to the Commonwealth Court.

Points To Remember:

- ✓ Unless the customer continues to take the actions described above throughout the dispute process, gas service can be terminated after written notice.
- ✓ The customer must pay or make an agreement to pay the undisputed part of the bill
- ✓ If the customer does not pay or make an agreement to pay the undisputed portion of the bill throughout the dispute process, gas service may be shut-off after written notice

PAYMENT AGREEMENTS

- ✓ PGW may take into account 4 factors when calculating a payment agreement for customers applying for payment agreements for the first time:
 - The household income and expense information
 - The customer's payment history
 - The amount of the unpaid balance
 - The length of time it took to accumulate the bill. Low-income customers may qualify for PGW's Universal Services Program (see page 9 for details)

If the customer is not satisfied with PGW terms, the customer should appeal to the PA Public Utility Commission at 1-800-692-7380. The Community Legal Services Energy Unit (215-981-3700) also provides information concerning payment options and disputes.

PECO an EXELON COMPANY

PECO an Exelon Company (PECO) is a publicly owned utility that provides electric and/or gas services in the Philadelphia and surrounding counties.

The Following Regulations are Subject to Change

SHUT-OFFS

PECO may not shut off services on the following days (except in specified emergencies, which could include unauthorized use or hazardous condition):

- ✓ Fridays, Saturdays or Sundays
- ✓ Bank holidays, PECO holidays, PUC holidays or the day before the holiday

PECO may not shut off service for non-payment of bills if non-payment is for any of the following reasons:

- ✓ Charges for service furnished more than 4 years prior to the bill date (unless theft of services is identified)
- ✓ If the customer has a dispute pending, the customer may not be shut-off for non-payment of the disputed amount. The customer must pay all undisputed amounts or service can be shut-off for non-payment of those charges

What to do upon receipt of a Shut-off notice:

- ✓ Call PECO immediately at 1-888-480-1533 to make payment arrangements
- ✓ Pay the past due amount of PECO charges
- ✓ During winter months (December 1 through March 31), PECO cannot shut off services for customers with a **verified gross household income at or below 250% of the FPL**

Shut-Off Procedures

- ✓ PECO must provide customer with a 10-day notice
- ✓ PECO must attempt to contact customer three days prior to shut-off date
- ✓ During winter months (December 1 through March 31), if PECO cannot reach customer at the time of termination, they will leave a 48 hour notice at customer residence
- ✓ Upon shut-off in the winter (December 1 through March 31) for customers above 250% FPL, your PECO service will be restored within 24 hours after customer pays the bill and meets any other requirements of PECO

Non-Winter

- ✓ Service will be restored within three to seven days after you pay the bill and meet any other conditions of PECO during the remaining months

Medical Emergencies

1. Pennsylvania Public Utility Commission's regulations permit delay of electric shut-off if a person residing in the house is seriously ill or has a medical condition which will be made worse by shut-off of the electric service.
2. The customer must inform PECO of the medical emergency that exists in the residence
3. Then within three days, the customer must provide PECO Energy with medical certification to confirm the emergency situation
4. The medical certification (may be oral or written) must come from a licensed physician, physician's assistant or nurse practitioner and include the following information:
 - Name and address of the ratepayer in whose name the account is registered
 - Name and address of ill person and his/ her relationship to the customer of record
 - Nature and anticipated length of the illness
 - The specific reason why continued electric service is necessary (for example, the doctor might state that use of a refrigerator is required to keep certain medicines)
 - Name, office address, telephone number of the certifying physician, physician's assistant or nurse practitioner and license number

PECO may request verification of the medical certification by:

1. Calling the physician whose name is on the certificate
2. Requiring the customer to provide written certification within 7 days if the initial certification was oral
 - PECO may reject a fraudulent or incomplete medical certificate.
 - If PECO does not want to accept the certification, it must petition the Pennsylvania Public Utility Commission (PUC) to determine the validity of the certification. Until the PUC makes a decision about the validity of the certification, PECO may not proceed with shut-off
 - Electric service may not be shut-off for the period specified in the medical certification (up to a maximum of 30 days) from the date of the physicians' signature or, if no time period has been specified, for 30 days, with renewals possible
 - The customer is still responsible and must arrange to pay current bills and past bills. If the customer needs help making an agreement, contact the PUC Bureau of Consumer Services (BCS) at 1-800-692-7380

If service has already been shut-off:

- ✓ The customer should provide PECO with medical certification of the illness as quickly as possible or have physician call in an oral medical certification
- ✓ PECO must try to get the service back on that day and, at the latest, by the end of the next day
- ✓ The customer must make arrangements to pay the bill

DISPUTE PROCEDURES

- ✓ The customer should notify PECO immediately that he/ she has a dispute and the reason for the dispute. The customer should get the name(s) of the person(s) with whom he/ she speaks
- ✓ PECO must investigate the problem and issue a report on its findings
- ✓ The customer may request that this report be in writing
- ✓ If the issue is not resolved to the customers' satisfaction, an INFORMAL COMPLAINT
 - May be filed in the following ways; by mail at: PUC, Bureau of Consumer Services, PO Box 3265, Harrisburg, PA 17105-3265
 - Or by calling the complaint hotline toll free at 1-800-692-7380
 - Or at: www.puc.state.pa.us
- ✓ Once the informal complaint is received, a BCS investigator will work as a mediator between the parties in order to resolve the complaint. This process is much less time-consuming than the formal complaint process and usually results in a quicker resolution to the case. Informal complaints against utilities are confidential and not available for public inspection
 - FORMAL COMPLAINTS must be filed using a "Formal" complaints form. The form can be obtained by calling the complaint hotline toll free at 1-800-692-7380 and request one be mailed to you or downloaded by selecting Online Forms from the main menu at: www.puc.state.pa.us. The form is set up in Adobe Acrobat, so you can type on the screen to fill out the form and then print it out
- ✓ If the customer still disagrees, he may appeal the decision to the Commonwealth Court
Remember: The customer must pay all bills that are not disputed

PAYMENT AGREEMENTS

PECO must take into account 4 factors when calculating a payment agreement for customers who have fallen behind on their payments:

- ✓ The amount of the unpaid balance
- ✓ The customer's payment history
- ✓ The length of time it took to accumulate the bill
- ✓ The gross household's income (this provision is very important to determine a payment agreement)

If the payment agreement does not include all four factors listed above, PECO is violating the regulations and there are grounds for a dispute.

Low-income customers may qualify for Universal Services Program (i.e. CAP, LIURP, etc.).

Pennsylvania Public Utility Commission sets rates, enforces standards, billing practices and negotiates disputes between the customer and the utility.

For additional information regarding termination, contact the utility, the PA Public Utility Commission (PUC), or Community Legal Services (CLS).

WATER REVENUE BUREAU

The Water Revenue Bureau (WRB), of the Philadelphia Department of Revenue, administers billing and collections for water and sewer service provided by the Philadelphia Water Department. The WRB also schedules meter readings, issues shut-off notices, enters into agreements, and handles billing disputes.

SHUT-OFFS

Water service may be shut off without prior notice to prevent or stop an emergency that presents a danger to life or property.

Water service will not be scheduled for shut off on the following days:

- ✓ On any day from December 1st to March 31st for occupied residential properties
- ✓ On any Friday
- ✓ On any business day directly before a Municipal Holiday

Water service will not be scheduled for shut off if:

- ✓ A dispute is pending, and the undisputed portion is being paid
- ✓ A medical emergency exists (water shut-off may be delayed for 30 days)

Remember:

- ✓ **Customer has an obligation to pay the undisputed portion of his/her bill in full or make a payment agreement**
- ✓ **Service can be restored even on weekends and holidays**

Shut-off procedures

WRB may start shut-off procedures for:

- ✓ Health or Safety emergencies
- ✓ Non-payment - Customer is delinquent for one (1) billing cycle, and the balance is greater than \$75
- ✓ Non-compliance - Customer does not permit access for meter changes and/ or inspection.
- ✓ Theft of service

Shut-Off Notices:

- ✓ Residential Customers subject to shut-off for non-payment or non-compliance will be issued prior written notices to advise them of the scheduled shut-off date
- ✓ Shut-off notices for refusal to allow access to the meter will be mailed or hand-delivered
- ✓ **First (1st) Notice for non-payment** will be mailed to the customer to schedule shut-off no earlier than 10 days after the customer has been delinquent for one (1) billing cycle with a balance greater than \$75
- ✓ **Second (2nd and final) Notice for non-payment** will be mailed to the customer 30 days after the first notice, to schedule shut-off 10 days from the date of the 2nd notice
- ✓ The notice will state that the customer can avoid shut-off as follows:
 - Pay the bill in full, or
 - Enter into a payment agreement, or
 - Cure breached payment agreement
 - Allow access to the meter for inspection or changes (if the cause for shut-off is lack of access to meter)
 - File a request for a Hearing through the Bureau of Administrative Adjudication to dispute the bill (see “Dispute Procedures” on page 37)
 - Adjudication to dispute the bill (see “**Dispute Procedures**” on page 37)

- ✓ If the customer does not act, the Water Department will visit the property on or after the shut-off date and terminate the water service
 1. If the Water Department visits the property to shut off the water, the customer may pay a minimum of 50% of the delinquent amount plus a Visit Fee of \$50.00 at the door to avoid shut-off. Payment must be by money order. **CASH PAYMENTS WILL BE ACCEPTED**
 2. The remaining 50% must be paid or an agreement must be made on the balance within 30 days
 3. Customers cannot have more than two (2) agreements per delinquency. WRB reserves the right to disallow additional agreements and can request payment in full
 4. More affordable restoration options may be available for low income customers.

How to Have Water Services Restored

If the service is shut-off, then the customer must pay a Restoration Fee of \$60.00 for a regular shut-off at the curb and 50% of the delinquent balance. If the street must be dug up, then the fee will be more.

- ✓ Water service will be restored within one (1) day, if possible, if the customer:
 - Pays the full amount of the bill, *or* enters into a payment agreement, or
 - Presents a medical certification *and* enters into a payment agreement, or
 - Permits access to the meter (if the cause for shut-off is lack of access to meter)

Medical Emergencies

The Water Revenue Bureau will permit a delay of shut-off for a when shut off will aggravate an existing serious illness of any person who is a resident of the property.

- ✓ If such a delay is granted, within five (5) business days after the delay is granted the customer must either visit the Water Revenue Bureau to enter into a payment agreement or submit a written certificate from his/her physician
- ✓ The certificate must contain the following:
 - The physician's name, address and telephone number
 - The name and address of the ill person
 - The physician's verification that the ill person was examined by him/her and has a serious illness, including the expected duration, that requires the continuation of water services
- ✓ If the certificate is received by the WRB within 5 business days, it will remain in effect for the anticipated duration of the illness, to a maximum of 30 days. If the illness still exists at that time, the customer may request a second 30-day extension. Only one certificate will be granted per household within a 12-month period

DISPUTE PROCEDURES

(Billing Review and Appeals)

Customers with questions about their bill, may:

- ✓ Call WRB Customer Service at 215-686-6880, or
- ✓ Visit one of three WRB Offices, Monday through Friday, at
 - Center City (8:00 a.m. – 5:00 p.m.) – 1401 JFK Blvd., Concourse Level
 - Northeast Philadelphia (8:30 a.m. – 5:00 p.m.) – 9239 Rear Roosevelt Blvd.
 - North Philadelphia (8:30 a.m. – 5:00 p.m.) – Hope Plaza, 22nd & Somerset Streets
- ✓ Or write to:
Water Revenue Bureau
Account Analysis Unit
P.O. Box 41496
Philadelphia, PA 19101-1496
- ✓ If the customer is dissatisfied with the outcome of his/her bill review as stated in the **Account Analysis Unit** decision letter, then an appeal may be made to the **Informal Hearing Unit** within 30 days from the date of the decision letter. The Informal Hearing Request Form is enclosed with the WRB-AAU decision letter. Customers will receive written notification regarding the date, time and location of the Informal Hearing at least 10 days before the hearing date
- ✓ A Hearing Officer conducts the Informal Hearing, and issues the final decision. The customer will receive a decision letter from the Informal Hearing Unit with an explanation of the decision and advising of the right to, and instructions for further appeal
- ✓ The next level of appeal is the **Tax Review Board (TRB) Master Level**. Appeals must be made within 30-days from the date of the letter from the Informal Hearing Unit advising of its decision. Customers will be sent a written notification of the date, time and place of the **TRB Master Level Hearing**, at least 10 days before the hearing date
- ✓ Shut-off will be cancelled for the disputed portion of the bill until the dispute has been resolved. All undisputed portions of the bill must be paid in full, or the customer may make a payment agreement pending the Hearing Officer's final decision on the disputed portion of the bill
- ✓ The decision letter from the Master is sent to the customer with explanation of decision, first by TRB and 2nd by WRB
- ✓ Customers can appeal the TRB Master Level decision to the **TRB Full Panel** within 30 days of the Master's decision
- ✓ Please note that disputes for balances of \$10,000 or more may be made directly to the TRB Master Level
- ✓ Certain types of disputes will be sent directly to the Tax Review Board or the Office of Administrative Review and will not be directed to the WRB's Informal Hearing Unit. Customers can review PWD's regulations for additional information on the administrative hearings process:
<http://www.phila.gov/water/wu/ratesregulationsresp/Pages/Regulations.aspx>

PAYMENT AGREEMENTS

If a customer is delinquent one (1) billing cycle *and* has a balance of at least \$75.00, then he/she may be sent a shut-off notice. When the notice is received he/she will be required to pay the bill in full, or contact a WRB Representative to make an approved payment agreement based on the following terms.

A customer can make only two (2) agreements for the same delinquency.

- ✓ **For a customer whose income is above 250% poverty:**
 - Make down payment of 25% of the amount owed or 15% of gross monthly income, whichever is less. Percentage of income agreements require proof of income
 - Make monthly payments in 6 to 18 equal monthly installments. If more than 12 months is required to pay in full, the customer must present household expenses for evaluation of the additional time required
 - Agree to pay all new bills by the due date
 - If water is off, 50% of the amount owed is required for a down payment plus the restoration fee

- ✓ **For a customer whose income is at or below 250% poverty:**
 - Provide proof of all household income
 - Pay down payment of 10% of the bill or 15% of gross monthly household income
 - Make monthly payments in 20 to 36 equal monthly installments. If more than 20 months is required to pay in full, the customer must present household expenses for evaluation of the additional time required
 - Agree to pay all new bills by the due date
 - If terms longer than 36 months are needed, apply to the Water Revenue Bureau Conference Committee (WRBCC) for a special payment agreement
 - Contact WRB Customer Service for details on applying for the Water Revenue Assistance Program (WRAP) at 215-686-6880
 - Apply for PWD's new TAP program

WATER DISPUTE PROCEDURES FOR TENANT OCCUPIED PROPERTIES:

The Utility Service Tenants Rights Act (USTRA) is a Pennsylvania law enacted November 26, 1978. The legislation sets forth rights and responsibilities for tenants and landlords in the event of an eminent utility shut-off to a rented dwelling **when the landlord is responsible for the utility payments**. Utilities covered under this legislation include gas, electric, water and sewer.

Tenants have the right to continued service by paying the previous 30-day bill under the **USTRA**. A tenant may deduct this amount from their rent without retaliation by the landlord.

For information on activating an USTRA status with your water bill, please call the Water Revenue Bureau (WRB) at 215-686-6880. See next page for more information on USTRA.

TENANTS' RIGHTS

When the Landlord Does Not Pay His/Her Utility Bill

State laws, known as the Utility Service Tenants Right Acts ("USTRA"), give tenants the right to stop shut-off or get service back on, where their landlord has not paid utility bills that are the landlord's responsibility. In the case of water service, the Tenant must also comply with the Water Department Customer Service Regulations to receive continued service.

HOW DOES "USTRA" WORK?

Thirty (30) days before shutting off utility service (gas, electric, or water) for the landlord's non-payment, the utility company must send the tenant a written shut-off notice. This notice must include the following:

- ✓ The date service will be shut off
- ✓ The amount of the bill for the last 30 days
- ✓ The tenant's right to prevent shut-off by paying the last 30-day billing
- ✓ The tenant's right to deduct payment from the rent, not to be evicted or punished in any other way by the landlord for exercising their rights, and to collect money damages from the landlord if he does retaliate against the tenant
- ✓ Payments must be by check or money order
- ✓ Company telephone number if additional information is needed
- ✓ In the case of Philadelphia Gas Works (PGW) only, the tenants have the right to pay the total of all tenants monthly rent if this is less than the 30 day bill, for the first time only
- ✓ The shut-off notice must be mailed or delivered to each tenant's address, and posted in common areas of the building

OTHER IMPORTANT TENANTS' RIGHTS:

- ✓ Under "USTRA", tenants cannot be made to pay:
 - A security deposit to the utility company
 - Any of the landlord's back bills (other than the 30 day bill)
 - Turn-on or dig-up charges
 - Late charges, interest or penalties
- ✓ Tenants cannot be made to sign for future utility bills in their name (although tenants have the option to do so)
- ✓ If the home has been found "unfit" by Licenses and Inspections (L&I), and tenants are paying rent into escrow, the money in escrow may, in some circumstances, be available to pay utility bills the landlord is obligated, but refuses, to pay
- ✓ The utility company must tell the landlord the amount paid by each tenant on the last 30 day bill
- ✓ A tenant cannot be made to give the names of all other tenants to the utility in order for the utility to accept payment of the last 30-day bill by the tenant or only some of tenants
- ✓ Other than the first-time payment to PGW, which lets tenants pay less than the 30 day bill, the utility can shut off service, but must then refund the tenant's payment, if it is not enough to pay the 30 day bill in full
- ✓ If the Philadelphia Water Department is still not following the state law (USTRA), call the PA Attorney General's Office at 215-560-2402
- ✓ For PECO and PGW, call the PA Public Utility Commission's Bureau of Consumer Services at 1-800-692-7380
- ✓ If you need more information concerning USTRA rights for PECO, PGW and/or the Water Department, contact Tenant Union Representative Network (TURN) or Community Legal Services

Healthy Homes

Integrated Pest Management

Integrated pest management, or IPM, is a process you can use to solve pest problems while minimizing risks to people and the environment. IPM focuses in the long term prevention and control of pests and/or their damage through managing the eco-system. Pests can damage structures in your home as well as carry potentially harmful diseases that can affect the health of your family. Some common household pests are bed bugs, mold, fleas, mice, and roaches.

Educational resources:

- ✓ Healthy Home topics and tips in regards to pest management can be found on <http://midwestpesticideaction.org> under “What can you do”
- ✓ Helpful Information regarding Bed Bugs can be found on <http://www1.nyc.gov/site/doh/health/health-topics/bedbugs.page>

Complaint Lines:

Philadelphia has complaint lines set up for mosquitoes and rats as well as information about animal bites at <http://www.phila.gov/health>

Vector Control Hotline: 215-685-9000



NNCC’s Safe & Healthy Homes Program

The National Nurse-Led Care Consortium (NNCC) works in partnership with several agencies in the region and strives to reduce illness and injury resulting from home health hazards such as asthma triggers, pests, lead, fire and fall hazards.

Services Provided:

- ✓ In-home environmental assessments conducted by trained professionals
- ✓ In-depth home education
- ✓ Healthy home supplies
(e.g. non-toxic cleaners, carbon monoxide detectors, bed bug sheets etc.)
- ✓ Appropriate referrals to community agencies

Requirements:

- ✓ Must reside in Philadelphia or Delaware County
- ✓ There must be a child under 21 or a pregnant mother in the household
- ✓ Household must have income below 300% FPL or be eligible for programs like Medicaid, WIC or LIHEAP
- ✓ A referral form must be completed and can be found in the link below
http://www.nncc.us/images_specific/pdf/Misc_Documents/IntakeProviders7115.pdf
- ✓ Both Social Services Agencies and Self-Referral forms are acceptable

If you’re interested in the program, please contact Shawana Mitchell by phone at 267-765-2320 or email at shawana@nncc.us for more information. A healthier home can improve your child’s health!

Philadelphia Hoarding Task Force

The Philadelphia Hoarding task force works in partnership with several agencies in the Philadelphia area to improve the lives of individuals who hoard.

Hoarding can occur in a family or individual after stressful life triggers or a traumatic injury to the head. It can also co-occur with a mental health disorder including depression, anxiety, and attention deficit/hyperactivity or alcohol/drug abuse. Hoarding can lead to the loss of a home and relationships. Hoarding can also lead to a family living in an environmentally unhealthy home which can then lead to future health and financial issues.

Immediate Services:

- ✓ Animal Sheltering and Placement
- ✓ Donations
- ✓ Emergency Housing & Services
- ✓ Extermination Referrals
- ✓ Heavy Cleaning Referrals
- ✓ Legal Services
- ✓ Mental Health Assessment.
- ✓ Veteran's Services

Non-Immediate Services:

- ✓ Case Management
- ✓ Credit Counseling
- ✓ Home Safety Assessment
- ✓ Individual Therapy & Referrals
- ✓ VA Hospital Mental Health Services
- ✓ In-Home Care and Living Supports
- ✓ Peer-Led Support Groups
- ✓ Professional Organizing

*Please visit the Philadelphia Hoarding task force website at <http://www.philadelphiahoarding.org> to see which individual agency provides the services listed above and their eligibility requirements.

If you have questions regarding hoarding-related resources in the Philadelphia area, please call one of two information lines (based on the age of the person with hoarding behaviors):

Under 60 years of age: 215-751-1800

60 years of age and above: 215-545-5728

Fire Prevention and Safety Tips

SPACE HEATERS

- ✓ 36"Rule: Always place space heaters at least 36 inches (3 feet) away from any combustible items such as curtains, beds, sofas, etc.
- ✓ Do not leave space heaters on during the night. This greatly increases the chance of fire
- ✓ Use electric blankets or an extra blanket at night instead of space heaters. (They're safer and cheaper)
- ✓ If a kerosene or gas space heater is not vented to the outside, you must open windows to let fresh air in. (Carbon monoxide can be fatal.)
- ✓ Never use an oven for heat because the lack of oxygen can kill

KEROSENE HEATERS

- ✓ Never use gasoline or any fuel other than kerosene in a kerosene heater. It will EXPLODE!
- ✓ Do not put additives in kerosene heaters. Additives increase the likelihood of fire

ELECTRIC HEATERS

- ✓ Purchase only heaters with a U/L seal. Heaters without this seal are extremely dangerous
- ✓ Never use an extension cord with an electric heater because the cord cannot handle the load. Fires will result from the overload

CARBON MONOXIDE

- ✓ Carbon monoxide (CO) is extremely dangerous. Hundreds die each year from accidental carbon monoxide poisoning
- ✓ Carbon monoxide is an odorless and colorless gas that is produced whenever a fuel (wood, oil, gasoline, kerosene or natural gas) is burned
- ✓ You may be exposed when you leave your car engine running or when your home contains an improperly vented or malfunctioning furnace, hot water heater, space heater, fireplace or kitchen range
- ✓ You can protect yourself and your family by having your furnace, hot water heater and fireplace cleaned and inspected before each heating season
- ✓ You can install a carbon monoxide detector in your home
- ✓ If you believe you have been exposed to carbon monoxide in your home, leave immediately and call **911**. Do not return to your home until it has been thoroughly inspected and cleared for your re-entry

OTHER

- ✓ Clean all loose debris from the base of the chimney in the basement once a year
- ✓ Do not overload extension cords or other electrical lines
- ✓ Do not leave burning candles unattended
- ✓ If a fire should start, take two actions:
 1. Leave the building
(do not try to put out a fire unless it's already contained like in a frying pan)
 2. Call the Fire Department right away: **911**

Financial Empowerment

Philadelphia's network of Financial Empowerment Centers provides free one-on-one financial counseling with professionally trained counselors to help clients transition from debt management to saving. FEC's are run by the City of Philadelphia and Clarifi who aim to bring clarity, hope, and empowerment to their Philadelphians and help them gain lifelong financial literacy. Some of the services provided are budget planning, credit counseling, homeownership and student loan advice, debt negotiation assistance and more. **Below are some Financial Empowerment Center locations.**

Center City:

Municipal Services Building

1401 John F. Kennedy Boulevard
Concourse
Philadelphia, PA 19103

Hours of Operation

Monday through Thursday: 9am – 7pm
Friday: 8am – 5pm
Saturday: 9am – 3pm

Community Legal Services

1424 Chestnut St.
Philadelphia, PA 19102

Hours of Operation

Monday through Friday: 9am – 12pm
Energy Intake M, W, F: 9am – 12pm

Hours of Operation

Thursday: 10am – 7pm

West Philadelphia:

Achievability

59 N. 60th
Philadelphia, PA 19139

Hours of Operation

Tuesday & Thursday: 9am – 5pm
Wednesday 9am -6pm

North Philadelphia:

Congreso Headquarters

216 W. Somerset Street
Philadelphia, PA 19133

Hours of Operation

Monday: 8am – 6pm
Tuesday: 9am – 7pm
Wednesday: 8am – 6 pm
Thursday: 8am – 7pm
Friday: 8am – 5pm

Community Legal Services:

1410 W. Erie Avenue
Philadelphia, PA 19140

Hours of Operation

General Intake M, W, F: 9am – 12pm
Energy Intake M, W, F: 9am-12pm

The best part is everyone qualifies!

Call 1-800-989-2227 or 1-800-FIN-PHIL (1-855-346-7445) today to schedule your first free one hour of financial counseling or to get more information on the services provided.



Computer Literacy Programs

Given the access the internet provides, being equipped with computer skills can greatly help families manage their utility accounts and manage finances more easily. See below for programs that provide free computer training and computer lab sites:

- **Mayor's Commission on Literacy:** Call (215) 686-5250 to make an appointment
- **Project Home Adult Learning Classes:** Contact Gregory Grutman P: 215-235-2900 Ext. 6117
- **Philadelphia OIC:** Call 215-236-7700 ext. 350

Local Workshops



PGW Weatherization Workshops

The ECA and the NECs provide self-help weatherization workshops to Philadelphia residents regardless of heating source. The workshops are made possible with the support of PGW. Workshop attendees receive kits of self-help weatherization materials to install in their own homes. Each kit contains a tube of caulk, a caulk gun, rope caulk, a window kit, and a door strip.

PECO Multifamily Unit Energy Conservation Workshops

The ECA provides DIY energy conservation workshops for low income multifamily units in Philadelphia. The workshops teach multifamily tenants how to save electricity by implementing simple energy efficiency behaviors and measures in their own apartments. A kit will be given at the end of the workshop to all those who attended. Each kit for the low income workshops contain three LED lights, one LED night light and one Smart power strip.

INTAKE

To set up a workshop for a group contact ECA at 215-609-1439. Our workshops are set up for 20-40 people per workshop.

OPERATING DATES:

Year-round, as funding permits.

There are also PECO workshops available for the surrounding counties.

Financial Advancement Network Workshops

The Financial Advancement Network (FAN) is an initiative of the Urban Affairs Coalition that is supported by Department of Community & economic Development (CED). These topics are centered on topics such as “Understanding and Improving your Credit,” “How to Plan for Retirement,” “Understanding Investing” and “How to Budget.” Workshops are typically 45-60 minutes, depending on the number of topics intended to cover.

INTAKE

Local community groups or other organizations must first have a set location. Then once establishing a set location please contact Program Coordinator, Kalie Wertz, at kwertz@uac.org or 215-851-1847

OPERATING DATES:

Year-round, as funding permits.



Tenant/ Homeowner Rights and Responsibilities

This workshop helps tenants and homeowners understand their rights and responsibilities. Participants will learn how to conduct an effective rental search, facts about security deposits, leases and tenant/landlord laws, including the City’s eviction process. Also discussed (for homeowners) are facts about foreclosures and mortgage assistance.

TANF to Employment

Moving from “welfare” to work often brings its own set of challenges with it, as previous benefits (SNAP, childcare) can be cut back or lost, and starting wages may not cover all household expenses. This workshop helps participants realistically compare living on TANF vs. employment income, embrace full-time employment as a path to improved housing stability, and connect to benefits they can still receive along with their job-related income.

INTAKE

Check the UESF website for upcoming workshops. Contact Emily Mitchell at 215-814-6846 or emilymitchell@UESFacts.org

OPERATING DATES:

Year-round, as funding permits.



Rain Check

Rain Check helps residents pay for special landscaping tools that improve the environment and beautify their homes. Philadelphia residents can help protect Philadelphia’s waterways by installing green storm water infrastructure tools like downspout planters, rain gardens, permeable pavers and rain barrels, which all reduce pollution that would otherwise end up in our local waterways. Rain Check participants can receive a free rain barrel and up to \$2000 in assistance towards a downspout planter, rain garden, degrading, or permeable pavers.

INTAKE

Please visit the link below for an up to date schedule of upcoming workshops.

www.phillywatersheds.org/raincheck

OPERATING DATES:

Year-round, as funding permits.

Need Assistance in Applying for Assistance?

The Benefit Bank is a software designed to assist individuals to apply for and process a large number of public benefits, including LIHEAP, SNAP, child care, federal tax returns, state tax returns and a range of federal and public health and social service benefits. After entering some basic information, the Benefit Bank is able to screen the client for any benefits they may be eligible for. Once the individual provides all necessary information (can do Self-Serve or enlist the help of a Benefits Counselor), the Benefit Bank fills out the applications or completes the proper forms and e-files the tax returns and applications whenever possible. In this way, the Benefit Bank helps to ensure the applicant applies for all benefits for which they are eligible, and processes these applications as quickly and inexpensively as possible.

The Benefit Bank is Free to all users

What Benefits Are Available?

Currently, individuals and families can:

- ✓ **File Federal and State Taxes** including Earned Income Credit, Child & Dependent Care Credit, Child Tax Credit, Additional Child Tax Credit, Hope & Life Time Learning Education Credit as well as file amended and back taxes up to three years
- ✓ **Apply for Food Stamps, Child Health Insurance Plan (CHIP)** including coverage for parents, Child Care Subsidy, Medicaid, Pharmaceutical Coverage for the Elderly, Low Income Home Energy Assistance (LIHEAP) and Voter Registration

The Benefit Bank was developed in Philadelphia by Solutions for Progress, Inc., and is available throughout the country.

- ✓ Eligibility Screening: www.thebenefitbank.org/quickcheck
- ✓ Locate Counselor for Assistance: www.thebenefitbank.org/Locate
- ✓ Training is available for organizations to use Benefit Bank with clients.
- ✓ For Questions- training@solutionsforprogress.com
- ✓ To Register for Classes- www.thebenefitbank.org/trainingPA

Additional help is available through Benefit Philly locations below:

Catholic Social Services- Casa Del Carmen

4400 North Reese Street
Philadelphia, PA 19140

P: 267-331-2500

Mon- Thurs: 9am – 6pm

Fri: 9am- 5pm

Sat: 9am-2pm

Catholic Social Services- Southwest Family Center

6214 Grays Avenue
Philadelphia, PA 19142

P: 215-724-8550, ext. 6

Mon-Thurs: 10:30am- 6:30pm

Fri: 9am – 5pm

Every other Fri: 10am- 1:30pm

Every other Sat: 9:30 am – 1pm

Philadelphia FIGHT

1207 Chestnut Street, 3rd Fl.
Philadelphia, PA 19107

P: 215-525-2615

Mon-Fri: 9am – 5pm

UESF

1608 Walnut St. Suite 600
Philadelphia, PA 19103

P: 215-814-6839

Mon- Fri: 9am – 5pm

Sumer: Fri 9am- 3pm

United Communities Southeast Philadelphia

(in the Houston Center)
2029 S. 8th Street

Philadelphia, PA 19148

P: 215-468-1645 ext.200

Mon- wed: 10am- 6pm

Thurs- Fri: 9am – 5pm

Project H.O.M.E.

1515 Fairmont Avenue
Philadelphia, PA

P: 215-232-7272

Mon- Wed: 9am- 6:30pm

Thurs- Fri: 9am- 5pm

Every other Sat: 9am- 12pm

Impact Services Corporation

5847 Germantown Avenue
Philadelphia, PA 19144

P: 215-987-6503

Mon- Fri: 8am – 4pm

Impact Services Corporation

1952 E. Allegheny Avenue
Philadelphia, PA 19134

P: 215-739-5763 ext. 143

Mon- Fri: 8am- 3pm

Philadelphia Home. Buy. Now

Philadelphia Home.Buy.Now, an employer-assisted housing program, is funded by the City of Philadelphia's Division of Housing and Community Development, and administered by the Community and Economic Development (CED) Department of the Urban Affairs Coalition. The program is available for any employers that operate within Philadelphia. The previous Home.Buy.Now program ran successfully since 2005, providing over 410 matching grants totaling \$1,337,018 to employees purchasing homes in Philadelphia.

Philadelphia Home.Buy.Now is designed to:

- ✓ Enable employers to better recruit and retain employees by helping these employees become homeowners.
- ✓ Give employers another tool with which to improve the communities surrounding their facilities.
- ✓ Initiate more home sales within the City of Philadelphia.
- ✓ Reduce barriers for employees to become homebuyers.
- ✓ Establish neighborhood stability by helping renters become homeowners.
- ✓ Increase collected tax revenue from purchased homes.

Program Details:

The key feature of Philadelphia Home.Buy.Now is the employer-provided grant or forgivable loan between \$500 - \$7,500, combined with an \$8,000 interest-free loan through the Pennsylvania Housing Finance Agency (PHFA) used for down payment and closing costs.

Qualifications for the program include:

- ✓ Employee is employed by a Philadelphia Home.Buy.Now employer
- ✓ Employee purchases home located in Philadelphia
- ✓ Employee obtains a PHFA home loan through a participating lender
- ✓ Employee plans to use home for residential purposes (not to be rented)
- ✓ Employee is at or below 115% of Area Median Income (as set by Philadelphia DHCD)
- ✓ Employee matches all employer-set qualifications

Participating Employers

Cancer Treatment Centers of America
Diamond and Associates
Drexel University
Fleisher Art Memorial
Horizon House
Keller Williams Realty Center City
New Courtland Elder Services
Nochumson PC

Philadelphia Energy Authority
Re: Vision Architecture
Saint Joseph's University
Temple University
Tommy D's Home Improvement
University of Pennsylvania
Weaver's Way

Intake:

Please reach out to the Jojy Varghese, Director of Community & Economic Development at the Urban Affairs Coalition.

Telephone: 215-851-1738

E-mail: jvarghese@uac.org

Mortgage and Rental Assistance

Public Health Management and Corporation:

PHMC collaborates with DHS to provide a fund that aims to provide the resources necessary to keep children safe in their homes, alleviate family stressors, maintain family stability **and prevent children from entering the formal Child Welfare System.**

What can the fund be used for?

- ✓ Rent: Long Term Lease/ Rent Arrears
- ✓ Mortgage Arrears
- ✓ Utility Deposit
- ✓ To purchase a Refrigerator
- ✓ Clothing Expenditures
- ✓ Beds
- ✓ Disability Support (6 months max)
- ✓ Pest Control
- ✓ Work related to: plumbing, roofing, electrical, heating, window, banisters, locks and doors

Who can complete a PHMC referral?

- ✓ A Domestic Violence Agency
- ✓ Specialized Support Services
- ✓ Positive Youth Development Program
- ✓ CUA intake

*****This Fund is to be used as a last resort. When completing the referral form one must identify all the other resources they have attempted to access before applying for this fund. There is a \$2,500 limit per household.**

Office of Supportive Housing:

The Office of Supportive Housing (OSH) , Emergency Assistance and Response Unit, has funds available to assist residents who are at risk of being evicted, have been displaced by LNI or the Health Department, lost their home due to a fire or other natural disaster or have been victims of domestic violence.

In order to apply, please provide the following documents:

- ✓ Birth certificates and Social Security Cards for everyone in the household
- ✓ ID's for all the adults
- ✓ Income Verification within the last 30 days
- ✓ Court Order Form
- ✓ Balance Owed from eviction
- ✓ Proof of Disaster from organizations like the Red Cross, LNI or the Health Department
- ✓ A letter of assistance from other agencies is applicable

***If you are seeking deposit assistance, the renter must have a renter's license and the unit must pass an OSH inspection.**

Must apply in person at the location below, Monday-Thursday 9am-3pm
Office of Supportive Housing (215-685-9087) at
5252 North 13th Street.
Philadelphia PA

HOUSING COUNSELING AGENCIES

Affordable Housing Center of Pennsylvania

846 N. Broad Street-19130
215-765-1221

Asociacion Puertorriquenos en Marcha (APM)

600 W. Diamond Street-19122
215-235-6070

Center In The Park (Senior Center)

5818 Germantown Avenue-19144
215-848-7722

Clarifi

1608 Walnut Street, 10th Floor-19103
215-563-5665

Congreso de Latinos Unidos

216 W. Somerset Street- 19133
215-763-8870

Diversified Community Services (Dixon House)

1920 South 20th Street- 19145
215-336-3511

Esperanza

4261 North 5th Street- 19140
215-324-0746

Greater Philadelphia Asian Social Service (GPASS)

4943 North 5th Street- 19120
215-456-1662

HACE

167 W. Allegheny Avenue, Suite 200- 19140
215-426-8025
4660 Frankford Avenue- 19124
215-437-7867

Intercommunity Action (Senior Center)

403 Rector Street- 19128
215-487-1750

Intercultural Family Services

4225 Chestnut Street- 19104
215-386-1298

Korean CDSC*

6055 North 5th Street- 19120
215-276-8830

Liberty Resources

714 Market Street, Suite 100- 19106
215-634-2000

Mt. Airy USA

6703 Germantown Ave., Ste. 200-19119
215-844-6021

New Kensington CDC

2513-15 Frankford Avenue-19125
215-427-0350

Norris Square Civic Association

149 W. Susquehanna Avenue-19122
215-426-8723

Northwest Counseling Service*

5001 N. Broad Street- 10141
215-324-7500

PCCA West

5218 Master Street-19131
215-796-9979

Philadelphia Senior Center

4225 Chestnut Street- 19104
215-546-5879

Southwest CDC

6328 Paschall Avenue- 19142
215-729-0800

Tenant Union Representative Network

21 South 12th Street, 11th Floor- 19107
215-940-3900

The Partnership CDC

4020 Market Street, Suite 100- 19104
215-662-1612

Unemployment Info. Center

112 N. Broad Street, 11th Fl.- 19102
215-557-0822

United Communities of SE Phila.*

2029 South 8th Street- 19148
215-467-8700

Urban League of Philadelphia

121 S. Broad Street, 9th Floor- 19107
215-985-3220

West Oak Lane CDC

2502 W. Cheltenham Avenue- 19150
215-549-9462

***Not Wheelchair Accessible**

ELECTRIC and GAS COMPETITION

Pennsylvania's restructuring of the electric and gas industries has opened the field to competition and enables consumers to select their providers. Competition among energy providers has lowered costs for some customers, and enabled conscientious customers to choose greener energy providers. However, since rate caps have expired and variable pricing models can be complex, the unaware customer can expose themselves to rates that skyrocket when they need energy most.

Remember: Only PGW customers are eligible participants in the Customer Responsibility Program.

Q: Where can the Public get information about Electric and Gas Competition?

A: The Office of Consumer Advocate (OCA) represents the interests of utility consumers before the Pennsylvania Public Utility Commission. They also provide consumers with tips for energy savings.

Phone: 717-783-5048 or 1-800-684-6560

Website: www.oca.state.pa.us

Public Utility Commission Competition Hotline: 1-888-PUC-FACT

Q: What do customers need to understand about fixed and variable rates?

A: There are advantages and disadvantages to each. Fixed contracts are disadvantageous when prices fall, and can be higher with longer length. However, they provide stability. Variable contracts may be advantageous when prices are falling, but can skyrocket during extreme weather events that cause peak usage. Variable rates can financially devastate unprepared customers. Fixed rate contracts of at least one year in length are now generally advised.

Q: What do customers need to understand about electricity rate pricing?

A: Severe weather that drives peak electricity usage will increase overall customer use of kilowatt-hours, potentially even pushing the bills of a fixed-rate customer outside of budget. Furthermore, cancelling a contract early won't immediately stop high rates; billing for a cancelled contract continues for a full billing cycle.

Q: What do customers need to understand about choosing their natural gas supplier?

A: Suppliers have individual fees for switching. Customers should check with their supplier to determine fees for switching service. The supplier's fees and penalties could also change with the season.

Q: What options are available to customers worried about high natural gas prices during winter?

A: The budget billing process allows customers to work out a long term deal with their gas providers, stabilizing prices such that they pay a similar amount during all 12 months of the year.

Q: What happens if a utility customer takes no action on a renewal and option notice?

A: Their rate may change once the contract expires. For example, a fixed rate may change to a monthly variable rate. If they have a variable rate, once the term expires they may be moved to a different variable rate that could be higher.

HEATING OIL COOPERATIVE

THE ENERGY CO-OP

The Energy Co-op is a local, member-owned, non-profit energy supplier serving seven counties in Pennsylvania and Delaware: Berks, Bucks, Chester, Delaware, Montgomery, Philadelphia, and New Castle. The Energy Co-op uses its group buying power to negotiate low, contractual rates with area heating oil companies. In addition to lower heating oil prices, members of The Energy Co-op enjoy the benefits of transparent pricing and best-in-class customer service. Purchasing heating oil through The Energy Co-op means you'll always pay a price based on a consistent and fair supplier margin, and you'll receive quality customer service with a personal touch.

- ✓ No cost to join
- ✓ Using Energy Co-op suppliers, members saved an average of \$0.19 per gallon during the 2016-2017 heating season
- ✓ Cleaner burning Bioheat® is available in some service areas
- ✓ COD, credit card, budget, and standard billing are offered as payment options (varies by supplier)
- ✓ Service contracts and emergency service are available if needed (varies by supplier)
- ✓ Both will-call and automatic delivery are available (varies; delivery minimum may apply)

For more information, call The Energy Co-op at 215-413-2122 ext. 2

E-mail: HeatingOil@TheEnergy.Coop

Website: <http://TheEnergy.coop>



Pennsylvania Public Utility Commission (PUC)

The **Pennsylvania Public Utility Commission** balances the needs of consumers and utilities to ensure safe and reliable service at reasonable rates; protects the public interests; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

The Pennsylvania Public Utility Commissions Office of Communications offers an online Electric and Gas Supply Shopping tool for Consumers through www.PAPowerSwitch.com and www.PAGasSwitch.com . Both websites allow consumers to enter their zip code to see the competitive offers and prices available in their area. Other features include: a Spanish language companion site, consumer alerts emails, weekly updates on suppliers and prices available; a printable version of the zip-code-searchable supplier list, brochures and ways to save energy are available on the website, this information can be mailed upon request. PAPowerSwitch and PAGasSwitch are just some of the many educational tools the PUC offers. PUC fact sheets, brochures, speaking engagements, roundtable discussions and assistance programs and are conducted by our Senior Communications Specialists, Shari A. Williams, at 215-560-6901, shariwilli@pa.gov and Christina Chase- Pettis, at 717-772-8884, cchasepett@pa.gov . For more information engagement, please contact our specialist directly.

To find more information on upcoming events, check out the Consumer Education Events Schedule on the web at www.puc.pa.gov/general/consumered/consumeredevents.aspx.

Follow us on:

Twitter: @PAPUC

@PAPUCConsumerEd

Facebook: Pennsylvania Public Utility Commission

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

ENERGY ASSISTANCE PROGRAMS

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 at 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. CAPs may also remove the amount you already owe. Each company has a CAP and works with the customer to determine what the customer can pay versus the cost of energy used.

Customer Assistance Referral and Evaluation Program (CARES) - The CARES program helps customers with special needs. CARES may help you find ways to pay your utility bill. For example, special needs are customers who are experiencing family emergencies, divorce, unemployment or medical emergencies. The goal is to provide support and direction to help customers pay their utility bills.

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. Typically, the company may install energy saving features in your home to help reduce bills. For example, a smaller bill means your payment covers a greater portion of the bill or perhaps covers the whole bill.

Assistance Qualifications- Customers must meet certain income limits and be payment-troubled to qualify for CAP, CARES, LIURP, and Hardship Funds. Payment- troubled usually means customers have made a payment agreement with the company. The chart below shows the income levels at 150 percent of the Federal Poverty Guidelines customers must meet in 2017 for CAP. The income levels are slightly higher for LIURP, CARES, and Hardship Funds. Customers, who meet these limits, should call their local electric or natural gas company for details to see if you qualify. Each company’s toll- free number is listed below.

Size of Household	150 Percent of Poverty	Size of Household	150 percent of Poverty
1 persons	\$1,508	6 persons	\$4,120
2 persons	\$2,030	7 persons	\$4,643
3 persons	\$2,553	8 persons	\$5,165
4 persons	\$3,075		
5 persons	\$3,598		

Low Income Home Energy Assistance Program (LIHEAP) - LIHEAP is 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 consist of three components:

- **Cash Benefits:** Helps low-income customers pay their 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 DHS's 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).

LIHEAP & UTILITY ASSISTANCE PROGRAMS – ELECTRIC & GAS		
Utility	Utility Assistance Program	LIHEAP Referral
West Penn Power (LIURP)	1-88-282-6812	Refer directly to county assistance office
Duquesne (CAP)	1-888-393-7600	Refer directly to county assistance office
Met-Ed (PCAP)	1-800-962-4848	Refer directly to county assistance office
PECO (CAP Credit)	1-800-774-7040	1-800-34HELP4 (344-3574)
Penelec (PCAP)	1-800-962-4848	Refer directly to county assistance office
Penn Power (PCAP)	1-800-720-3600	Refer directly to county assistance office
PPL (On Track)	1-800-358-6623	Refer directly to county assistance office
UGI –Electric (CAP)	1-800-844-9276	1-800-UGI-WARM (844-9276)
Columbia (CAP)	1-800-537-7432	1-800-272-2714
Peoples Natural Gas (CAP)	1-800-400-WARM (9276)	1-800-400-9276 (WARM)
Equitable (CAP)	1-877-577-8735	1-800-644-8090
NFG (LIRA)	1-800-365-3234	Refer directly to county assistance office
UGI Penn Natural Gas (CAP)	1-800-490-8605	1-800-UGI-WARM (844-9276)
PGW (CRP)	215-235-1000	Refer directly to county assistance office
UGI Central Penn Gas (CAP)	1-800-652-0550	1-800-UGI-WARM (844-9276)
Peoples TWP (EHF)	1-866-276-4055	Refer directly to county assistance office
UGI-Gas (CAP)	1-800-844-9276	1-800-UGI-WARM (844-9276)

UTILITY ASSISTANCE PROGRAMS –WATER		
Utility	Utility Assistance Programs	Phone Numbers
Pennsylvania American Water	(H2O – Help to Others) Administered By: Dollar Energy Fund	1-888-282-6816
Aqua	(A Helping Hand) Bucks County	215-785-3296
Aqua	(A Helping Hand) Delaware County	610-874-8451
		610-583-9133 (Wed. Only)
Aqua	(A Helping Hand) Montgomery County	610-277-6363
Aqua	(A Helping Hand) Northumberland	

Aqua	County	
York Water Cares	(A Helping Hand) All Other Counties (YWC)	1-800-360-2998 1-800-750-5561 717-845-3601
United Water	(UW CARES) Cumberland/ Dauphin	717-564-3662
United Water	(UW CARES) Columbia/ Luzerne/ Perry/ Schuylkill/ Wyoming/ York	1-888-299-8972

To view each utility’s Universal Service Plan in detail, please go to:
http://www.puc.pa.gov/consumer_info/telecommunications/assistance_programs.aspx and select the appropriate utility company.

For further information, contact the Public Utility Commission’s Bureau of Consumer Services:

Call: 1-800-692-7380 – For people with speech or hearing loss, dial 711 (Telecommunications Relay Service)

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

www.puc.pa.gov

www.PAPowerSwitch.com

www.PAGasSwitch.com



Pennsylvania Office of Attorney General

Bureau of Consumer Protection

- Educates the public on consumer protection issues and how to protect themselves
- Mediates consumer complaints
- Investigates unfair or deceptive business practices
- Takes legal action against companies to protect the public's interest

Utility Scams

Any of us can fall victim to scammers, whether it be online, in person, on a phone call, or even by someone we know and trust. The best way to fight scammers is to avoid becoming a victim of consumer scam in the first place. Examples of common utility scams are:


- **A consumer is called from someone claiming to be with a utility distribution company**
 - Scammer threatens him or her with discontinuing services
 - Scammer demands immediate payment on a past due bill
 - Scammer phishes for financial information in order to “issue a refund” on an overpaid bill
 - ✓ *Do not answer the phone if you do not recognize the number*
 - ✓ *If someone truly is from your utility company, they should already have your information – **do not provide personal information***
 - ✓ *Hang up the phone and report the matter to your utility company*
- **Salesperson uses high pressure sales tactics to coerce consumer into switching providers**
 - ✓ *Do not let anyone you do not know into your home and ask for identification*
 - ✓ *Do not be afraid to shop around before switching*
 - ✓ *Request a copy of the written contract, and make sure you understand it before signing*
 - ✓ *Do not provide a copy of your bill to the provider or give them your current account number*

If you fall victim to scammers, please contact our office using the information below.

Email: consumers@attorneygeneral.gov

Report a scam: scam@attorneygeneral.gov

 Facebook.com/PAAAttorneyGen

 Twitter.com/ PAAAttorneyGen

Consumer Protection Helpline: 1-800-441-2555

Website: www.attorneygeneral.gov

UTILITY OFFICES

PHILADELPHIA GAS WORKS

Customer Service Centers
9:00 AM to 5:00 PM
P: 215-235-1000

Center City: 1137 Chestnut Street

Monday, Tuesday, Thursday, Friday

Frankford: 4410 Frankford Avenue

Tuesday, Thursday, Friday

Germantown: 212 West Cheltenham Avenue

Tuesday, Wednesday, Friday

North Philadelphia: 1337 West Erie Avenue

Monday, Wednesday, Thursday

South Philadelphia: 1601 South Broad Street

Monday, Wednesday, Thursday

West Philadelphia: 5230 Chestnut Street

Monday, Tuesday, Wednesday, Friday

PHILADELPHIA WATER REVENUE BUREAU

Customer Service Centers
Monday thru Friday
P: 215-686-6880

North Philadelphia

Hope Plaza
2761 North 22nd Street
Philadelphia, PA 19132
8:30 AM to 5:00 PM

Center City Philadelphia

Municipal Services Building
1401 JFK Blvd., Concourse Level
Philadelphia, PA 19102
8:00 AM to 5:30 PM

Northeast Philadelphia

7522 Castor Avenue
Philadelphia, PA 19152
8:30 AM to 5:00 PM

PECO ENERGY COMPANY

Customer Service Center
P: 1-800-841-4141
Monday thru Friday
8:00 AM to 5:00 PM
Philadelphia Office:
2301 Market Street

Philadelphia 311

Philly 311 is the City Of Philadelphia's non-emergency contact center. Their goal is to provide great customer service, solve problems and provide accurate status updates on city programs and services to help improve the quality of life for the citizens of Philadelphia.

These are examples of the sort of questions Philly 311 can help you answer...

- How can I apply for a business permit?
- What is the phone number to my local Police district?
- How can I get help to remove the graffiti in my neighborhood?
- How do I reserve a location at Fairmount Park?
- How do I file a private criminal complaint?
- How do I obtain a certificate of occupancy?
- How do I apply for the Basic Systems Repair Program?

Here is a list of but a few offices Philly 311 can connect you to:

City Planning Commission	Water Revenue Bureau
Commission on Aging	Town Watch Integrated Services
Commission on Asian American Affairs	The Civil Service Commission
Board of Pensions and Retirement	Tax Review Board
Department of Streets	SEPTA
Police Advisory Commission	School District of Philadelphia
Youth Commission	Regional Emergency Medical Services
Philadelphia Housing Development Corporation	Philadelphia Water Department
Philadelphia Veterans Advisory Commission	Philadelphia Redevelopment Authority
Philadelphia Police Department	Philadelphia Parks & Recreation
Philadelphia Parking Authority	Philadelphia Land Bank
Philadelphia Housing Authority	Department of License and Inspections
Philadelphia District Attorney's Office	Philadelphia Fire Department
Philadelphia Department of Prisons	Department of Planning and Development
Philadelphia Commission for Women	Philadelphia City Council
Office of Youth Engagement	Office of the Sheriff
Office of Transportation & Infrastructure Systems	Office of the Mayor
Office of the City Representative	Department of Behavioral and Intellectual disAbility Services
Office of the City Commissioners	Office of the Chief Integrity Officer
Office of the Chief Diversity and Inclusion Officer	Office of the Chief Administrative Officer
Office of Sustainability	Office of Special Events
Office of LGBT Affairs	Department of Public Health
Office of Immigrant Affairs	Office of Adult Education
Office of Homeless Services	Office of Economic Opportunity
Department of Public Property	Mayor's Office of Public Engagement
Office Of Community Empowerment and Opportunity	Law Department
Division of Housing and Community Development	Community Life Improvement Program

Customers can connect to Philly311 in five ways

- Dialing 3-1-1 or by calling 215-686-8686 (if outside of Philadelphia)
Monday – Friday 8:00 a.m. – 8:00 p.m.
- Going to the walk-in center: located at City Hall in room 167 (Broad and Market St.)
Monday – Friday 8:15 a.m. – 4:15 p.m.
- Mobile App: Available on [iPhone](#) and [Android](#)
- Social Media: [Facebook](#) and [Twitter](#)
- Web: www.phila.gov/311

GUIDE TO NON-PROFIT AND GOVERNMENTAL ORGANIZATIONS WHICH PROVIDE ENERGY SERVICES

This very brief listing is organized in three categories: Advocacy, Public Education & Technical Assistance Organizations and Administration of Regional Energy Conservation Programs.

ADVOCACY

1. National Energy & Utility Affordability Coalition

4250 North Fairfax Dr. Suite 600
Arlington, VA 22203

P: 571-527-4616
info@neuac.org
<http://neuac.org/>

NEUAC is a membership organization that provides technical assistance, convenes the National Energy and Utility Affordability Conference (www.neuac.org) and educates policy makers and the public on energy-poverty issues.

2. Community Legal Services

1424 Chestnut Street
Philadelphia, PA 19102

Walk-in Hours: MWF, 9:00AM-12:00PM

P: (215) 981- 3700
E:jpickens@clsphila.org

1410 W. Erie Avenue (at Broad Street)
Philadelphia, PA 19140

Walk-in Hours: MWF, 9:00AM-12:00PM

W: <https://clsphila.org/get-help/utilities>

The CLS Energy Unit provides free legal assistance on water, gas, electric, and other home energy matters. Individuals seeking advice or representation to resolve a utility problem must apply for assistance through CLS's walk in intake process.

3. KEEA: Keystone Energy Efficiency Alliance

1501 Cherry Street
Philadelphia, PA 19102

Matt Elliott
P: (267) 519-5314
melliott@keealliance.org
www.keealliance.org

The Keystone Energy Efficiency Alliance (KEEA) is a non-profit corporation dedicated to promoting energy efficiency and renewable energy in Pennsylvania. KEEA advocates on behalf of the clean energy industry on the local, state, and federal levels. KEEA is growing the market for energy efficiency and helping the Keystone State secure a prosperous, sustainable tomorrow.

PUBLIC EDUCATION AND TECHNICAL ASSISTANCE ORGANIZATIONS

1. EERE Information Center

www.eere.energy.gov

Energy Efficiency and Renewable Energy
Office of Energy Efficiency and Renewable Energy US Department of Energy

The Office of Energy Efficiency and Renewable Energy (EERE) accelerates development and facilitates deployment of energy efficiency and renewable energy technologies and market-based solutions that strengthen U.S. energy security, environmental quality, and economic vitality.

Technical and programmatic information for the residential, commercial, institutional, industrial and transportation sectors is also immediately available through the EERE Web site.

The EERE Publication and Product Library will allow you to find publications and products provided by the DOE's Office of Energy Efficiency and Renewable Energy specifically for our constituents. This database will allow you to do the following:

- ✓ Search for publications and products
- ✓ Download or view publications online
- ✓ Request a copy to be mailed to you

Visit the EERE Publication and Product Library: <https://energy.gov/eere/services/publications>
EERE Energy Saving Tips: www.energysavers.gov

2. ICE: Interfaith Coalition on Energy

7217 Oak Avenue
Melrose Park, PA 19027-3222

Andrew Rudin
P: (215) 635-1122
andrewrudin@earthlink.net
www.interfaithenergy.com

ICE provides consultation and follow-up designed to assist religious organizations in their efforts to conserve energy. ICE performs an energy survey, defines the scope of work, and advises groups on every step of the process to save both fuel and electricity. ICE conducts workshops and has a workbook and newsletter available to congregations.

ADMINISTRATION OF REGIONAL ENERGY CONSERVATION PROGRAMS

1. ECA: Energy Coordinating Agency

www.ecasavesenergy.org

**John S. and James L. Knight
Green Jobs Training Center**
106 W. Clearfield Street
Philadelphia, PA 19133
P: (215) 609-1000

ECA provides energy conservation workshops and heating services on a fee for service basis to any residential or small commercial customer. ECA provides PGW's CRP and WAP Program and other ECA programs.

ECA provides energy conservation free of charge to community and civic groups of all types across the city and region. Contact the Community Programs Department at 215-609-1439

2. Clear Result

PA Office
5170 Campus Drive
Plymouth Meeting, PA 19462
(484) 535- 3870

Clear Result, based in Texas, specializes in mid to large-scale energy efficiency programs for existing schools, local governments, businesses and homes. They work on creating programs that help manage demand to optimize energy use and reduce energy bills as well as lessen communities environmental impact.

3. RENEW Financial

<https://renewfinancial.com/>

1221 Broadway, 4th Floor
Oakland, CA 94612
1 -888-906-0848

Comprised of experts from fields such as finance, technology, operations and government policy. Working together these teams of experts have been bring forth affordable financing for renewable energy and energy efficiency. RENEW Financial's goal is to develop an array of financing products that will help move America towards a clean energy model. Their programs such as RenewPACE have provided homeowners with affordable unsecured loans for energy efficiency, renewable energy and water efficiency.

3. Clean Energy Financing

Reinvestment Fund
1700 Market Street, 19th Floor
Philadelphia, PA 19103-3904

<https://www.reinvestment.com/financing/apply/>

Roger Clark
roger.clark@reinvestment.com
P: (215) 574-5814
F: (215) 574-5914

Reinvestment Fund provides commercial financing for energy improvements in buildings throughout Pennsylvania and the mid-Atlantic. It manages dedicated energy funds. It also uses its core dollars for projects outside the geographic scope of its energy funds. Reinvestment Fund's energy lending can finance energy retrofits of existing, occupied buildings, energy measures in gut rehab projects, high-performance new construction, energy equipment upgrades and distributed generation projects involving solar, wind, biomass, combined-heat-and-power and other clean energy technologies.

The interest rate on Reinvestment fund's energy loans can be as low as 3.5% and the term can be as long as 20 years. There is a \$100 application fee.

Eligible borrowers include for-profit commercial buildings, nonprofit institutional buildings (hospitals, local government, schools and universities, etc.) and industrial facilities. Loans are also available for developers of affordable housing projects.

Reinvestment Fund's financial products include construction financing, term loans, lease financing and pre-development loans.

Reinvestment Fund has the ability to finance a wide range of building projects, so visit <https://www.reinvestment.com/financing/apply/> or contact Reinvestment Fund directly for more information.

A Guide to the Alphabet Soup of Energy Acronyms in 2017-2018

AEPS	Advanced Energy Portfolio Standard – Act 213, requires electric utilities to acquire at least 18% of generation from renewable and other advanced energy sources by 2020.
BPI	Building Performance Institute – BPI provides training certification in a number of areas of energy efficiency.
BSRP	Basic Systems Repair Program - Provides grants up to \$25,000 for emergency repair or replacement of basic systems: heating, water/sewer, electrical and structural. Administered by PHDC.
CAP FCO	Customer Assistance Program Fixed Credit Option - PECO Energy's percent of income payment program for low-income customers.
CDC	Community Development Center - are nonprofit, community-based organizations focused on revitalizing the areas in which they are located
CEIP	Clean Energy Incentive Program – A voluntary component of the Clean Power Plan which gives states double credit for early investment in energy efficiency and solar energy in low income communities
CLS	Community Legal Services - Public Interest Legal Services organization that provides free legal representation to low income individuals in Philadelphia. Energy Unit provides advice and representation in water, gas, electric and other home energy disputes.
CRISIS	The second stage of LIHEAP. Crisis grants up to \$500 are available to prevent shutoff, or to restore heat or heat related utility service.
CPP	Clean Power Plan The U.S. EPA's plan to reduce carbon emissions 30% by 2030. PA must submit a plan by September of 2016.
CRP	Customer Responsibility Program - PGW's Home Comfort program for low-income customers, involving a percent of income (PIP) payment plan.
DOE	Department Of Energy - Administers energy efforts for the federal government.
DR	Demand Response – Managing demand for electricity in order to reduce peak load.
ECA	Energy Coordinating Agency - ECA coordinates low-income energy services, administers the WAP, Heater Hotline, ELIRP, Energy FIT Philly Programs, and provides the PECO Smart House Call and PGW Energy Sense Programs.

HELP	Homeowner Emergency Loan Program - The Water Department's loan program to abate Water Department violations in water/sewer lines. HELP has no income restrictions and is a 0% interest loan.
HEP	Home Energy Professional - A national standard developed by BPI for DOE. This HEP standard went into effect for WAP in 2015.
HES	Home Energy Score – A national scoring system for homes which rates a home’s energy efficiency on a score of 1 to 10.
IREC	Interstate Renewable Energy Consortium – The first IREC accredited training center in the Mid Atlantic region is ECA’s Knight Training Center.
LEED	Leadership in Energy and Environmental Design – LEED is a voluntary standard for sustainable construction for buildings and neighborhoods. See www.usgbc.org .
LICAP	Low Income Conservation Assistance Program - Philadelphia Water Department conservation program for low-income customers.
LIHEAP	Low Income Home Energy Assistance Program - Federal Funds to help low income people pay for heating fuel once a year.
LIURP	Low Income Usage Reduction Program - PECO Energy's conservation program for its low-income customers. ELIRP provides an average of \$2,000 worth of insulation, air sealing, heating, clock thermostats, education and other measures.
NEC	Neighborhood Energy Center - One-stop-shop for all low-income energy services.
DHCD	Department of Housing and Community Development - Administers federal & state housing, energy and economic development funds for the City of Philadelphia.
PHDC	Philadelphia Housing Development Corporation - Administers Weatherization Assistance Program and BSRP.
PUC	Public Utility Commission - The five member body which regulates electric, gas, water, telephone, taxis and other public services in Pennsylvania.
PV	Photo Voltaic The conversion of sunlight into electricity
SHARP	Senior Housing Assistance Repair Program - A home repair program for elderly run by Philadelphia Corporation for Aging (PCA).
TAP	Tiered Assistance Program - The City’s new program for low-income customers and those with special hardships that reduces monthly water and wastewater bills.

UESF **Utility Emergency Services Fund** - Private fund to assist people at 175% of poverty level after all public sources have been used. UESF can pay gas, electric or water bills.

WAP **Weatherization Assistance Program** - The federally funded weatherization program for low-income households.