

Utility Shutoffs are Starting Soon

Do these things to prevent getting shut off!



The Pennsylvania ban on utility shutoffs was recently updated, meaning some utility customers may start getting shutoff notices. However, many low-income customers should be protected from utility shutoff as long as they follow certain steps.

Do these things now to protect your household from shutoff:

1) Call your utility company. Notify them that you are at or below 300% Federal Poverty Level. (In 2020, this is a \$3190 gross monthly income for one person and \$6550 for a family of four.) Tell them you will be applying for low-income assistance programs. If you're not eligible for those programs, see if you can apply for a payment arrangement.

2) Apply for your utility's low-income assistance programs:

- *PECO: Customer Assistance Program (CAP) (Philadelphia)*
- *PGW: Customer Responsibility Program (CRP) (Philadelphia)*
- *Outside of Philadelphia, call your utility company*

3) Apply for grant assistance:

- *UESF (Utility Emergency Services Fund) (Philadelphia)*
- *LIHEAP (Low Income Home Energy Assistance Program-- opens November 2, 2020) (All of Pennsylvania)*

4) Call your utility company to confirm that you are protected from shutoff after you have applied for assistance

- If your utility doesn't help you, but you think you should be protected, **call the PUC's Bureau of Consumer Services at 800-692-7380**

If you live in Philadelphia and have any questions about this change or you are facing shut off, call Community Legal Services at 215-981-3700 and leave a message. For more information on applying to assistance programs, visit www.clsphila.org/services/utility-bills/