

Struggling to pay your utility bills during the COVID-19 pandemic?



Here are some steps to take to help you afford your bill.

Apply for Grant Assistance

The **Low Income Home Energy Assistance Program (LIHEAP)** provides cash grants for heating to low-income households. Households up to 150% of Federal Poverty Level (FPL) are eligible. Apply at www.compass.state.pa.us. (Applications open November 2, 2020.)

Number in household	1	2	3	4
Gross monthly income (150% FPL)	\$1595	\$2155	\$2715	\$3275



Each additional person: add \$560 to monthly income

Apply for Bill Affordability Programs

PECO's Customer Assistance Program (CAP), PGW's Customer Responsibility Program (CRP), and the Water Department's Tiered Assistance Program (TAP) may provide a reduced bill, depending on your income, usage, and other factors.

- **PECO's CAP** and **PGW's CRP**: Same income requirements as LIHEAP (see chart above).
- **TAP**: Water customers may be eligible for TAP if household income exceeds LIHEAP eligibility. For TAP income guidelines, visit tinyurl.com/PWD-TAP.

Apply for PGW's CRP:

Call (215) 684-6100

or apply online at:

www2.pgworks.com/crp

Apply for PECO's CAP:

Call 1 (800) 774-7040

or apply online at:

tinyurl.com/Apply-CAP-PECO

Apply for Water's TAP:

Call (215) 685-6300

or apply online at:

cap.phila.gov

What if I'm not eligible or I still can't afford my bill?

- **Gas and electric companies are allowed to start shutoffs on November 9, 2020.** However, customers at or below 300% of FPL should be protected from shutoff, provided they follow certain steps. If you are worried about shutoff, you should apply to CAP/CRP/LIHEAP, or apply for a payment arrangement with your utility. Additionally, call your utility to confirm that you are protected from shutoff.
- **If your utility doesn't help you, but you think you should be protected from shutoff,** call the Public Utility Commission's Bureau of Consumer Services at 800-692-7380.
- **The Water Department will not be making shutoffs until April 1, 2021.**

Questions? Difficulty applying? The Community Legal Services Energy Unit is taking new clients by phone intake. Get help by calling **215-981-3700**.