Struggling to pay your utility bills during the Coronavirus crisis?
Here are some steps you can take now to help you afford your bill

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.

Eligibility:

- **Tell the utility** if your income has gone down because of the crisis, and ask that they use your current income to calculate eligibility or recalculate your discount.
- **PECO's CAP and PGW's CRP**: Monthly Household Income at or below 150% of the federal poverty level.

<table>
<thead>
<tr>
<th>Number in Household</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>150% FPL (2020)</td>
<td>$1,562/month</td>
<td>$2,114/month</td>
<td>$2,667/month</td>
<td>$3,219/month</td>
</tr>
<tr>
<td></td>
<td>or $18,744/year</td>
<td>or $25,368/year</td>
<td>or $32,004/year</td>
<td>or $38,628/year</td>
</tr>
</tbody>
</table>

- **Water Department's TAP**: Households with income up to 250% of the federal poverty level may be eligible for TAP, if they show a special hardship.

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</thead>
<tbody>
<tr>
<td>250% FPL (2020)</td>
<td>$2,658/month</td>
<td>$3,592/month</td>
<td>$4,525/month</td>
<td>$5,458/month</td>
</tr>
<tr>
<td></td>
<td>or $31,900/year</td>
<td>or $43,100/year</td>
<td>or $54,300/year</td>
<td>or $65,300/year</td>
</tr>
</tbody>
</table>

Apply for PECO's CAP: Call 1 (800) 774-7040 or [Click Here]
Apply for PGW's CRP: Call (215) 684-6100 or [Click Here]
Apply for Water's TAP: Call (215) 685-6300 or [Click Here]

What if I am not eligible or still can’t afford my bill?

- **You cannot be shutoff for non-payment**. The Public Utility Commission, which regulates PECO and PGW, has said that utilities cannot shutoff customers during this crisis. The Water Department has also suspended all terminations.
- When shutoffs begin again, you may be able to seek payment arrangements or other help to pay down your bills.
- Pay what you can, and contact the utility to discuss other options that might be available.

CONTACT YOUR UTILITY
- PGW: (215) 235-1777
- PECO: 1 (888) 480-1533
- Water: (215) 685-6300

QUESTIONS? DIFFICULTY APPLYING?

Community Legal Services’ Energy Unit is taking new cases through phone intake. Get help by calling (215) 981-3700.