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](http://www.compass.state.pa.us). (Applications open November 2, 2020.)

### 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](http://tinyurl.com/PWD-TAP).

<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>Gross monthly income (150% FPL)</td>
<td>$1595</td>
<td>$2155</td>
<td>$2715</td>
<td>$3275</td>
</tr>
</tbody>
</table>

### Apply for PGW's CRP:

Call (215) 684-6100 or apply online at: [www2.pgworks.com/crp](http://www2.pgworks.com/crp)

### Apply for PECO's CAP:

Call 1 (800) 774-7040 or apply online at: [tinyurl.com/Apply-CAP-PECO](http://tinyurl.com/Apply-CAP-PECO)

### Apply for Water's TAP:

Call (215) 685-6300 or apply online at: [cap.phila.gov](http://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.