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.)

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.

### Number in household

<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>

Each additional person: add $560 to monthly income

### 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.