

Utility Assistance in Northwestern Pennsylvania

First Energy

(Penelec, Penn Power, West Penn)

Customer Assistance Program (PCAP)

Eligibility:*

- At or below 150% FPL**
- Bill greater than 3% of income (non-heating customers) or 9% (electric heating customers)
- Must agree to apply for WARM program and LIHEAP

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-888-282-6816

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 250% FPL**
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-888-282-6816

Low Income Usage Reduction Program (WARM)

Eligibility:*

- Income at or below 200% FPL**
- High usage (6,500 kWh and higher yearly)
- 6 months of consecutive service and proof of ownership (or landlord approval)

Benefits:

- Energy audit, education, and conservation measures

Apply:

- Penelec, Penn Power: 1-800-207-9276
- West Penn: 1-888-406-8074

Peoples Gas

Customer Assistance Program

Eligibility:*

- At or below 150% FPL**
 - Customers with income between 151% - 250% FPL may qualify for debt forgiveness
- Heating customer

Benefits:

- Bill based on percentage of income or average bill
- Debt forgiveness over 36 months

Apply:

- 1-800-400-WARM (9276)

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 200% FPL**
- Gas service off or facing termination
- Demonstrated sincere payment effort
- Minimum debt balance
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-400-WARM (9276)

Low Income Usage Reduction Program (WARM)

Eligibility:*

- Income at or below 150% FPL**
- High usage (annual consumption greater than 120 Mcf)
- Residential heating customer who has not moved or had gas service terminated within the last year
- Landlord permission (renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-400-WARM (9276)

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Utility Assistance in Northwestern Pennsylvania

Columbia Gas

Customer Assistance Program

Eligibility:*

- Income at or below 150% FPL**
- Heating customer
- Payment troubled

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-800-537-7431 for referral to local CAP agency

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 200% FPL**
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-537-7431 for referral to local agency

Low Income Usage Reduction Program (Warmwise)

Eligibility:*

- Income at or below 150% FPL**
- Heating customer
- High usage (average winter usage over 170 Therms/mo.)
- Property owner permission (for renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-537-7431
- <https://www.columbiagaspa.com/ways-to-save>

National Fuel Gas

Customer Assistance Program (LIRA)

Eligibility:*

- Income at or below 150% FPL**
- Heating customer
- Payment troubled

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-800-365-3234

Hardship Fund Program (Neighbor for Neighbor Heat Fund)

Eligibility:*

- Income at or below 200% FPL**
- 55 years or older; disabled; certified medical emergency; or receiving unemployment benefits
- Resident in NFG's service territory
- Made at least four payments towards heating bills within 12 month period, including one in the last 90 days

Benefits:

- Up to \$400 grant

Apply:

- 1-800-365-3234

Low Income Usage Reduction Program

Eligibility:*

- Income at or below 150% FPL**
- High usage (annual consumption greater than 130 MCF) or in need of furnace or water heater repair / replacement
- Substantial debt
- Residency in service area for at least one year with 12 months of continuous service

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-365-3234

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.

Utility Assistance in Northwestern Pennsylvania

PA American Water

Customer Assistance Program (H2O Program)

Eligibility:*

- Income at or below 150% FPL**

Benefits:

- 80% service charge discount (approx. \$12/month)

Apply:

- 888-282-6816 (Dollar Energy Fund – ask for discount program)

Hardship Fund Program (Dollar Energy Fund)

Eligibility:*

- Income at or below 200% FPL**
- Demonstrated sincere payment effort

Benefits:

- Up to \$500 grant

Apply:

- 888-282-6816

Wastewater Service Assistance

Eligibility:*

- Income at or below 150% FPL**
- Demonstrated sincere payment effort

Benefits:

- Up to \$500 grant
- 20% discount on the total wastewater charges

Apply:

- 888-282-6816

Aqua

Customer Assistance Program (Helping Hand)

Eligibility:*

- Income at or below 200% FPL**
- Account is more than 21 days past due
- At least \$110 in unpaid water bills

Benefits:

- Fixed monthly payment
- No reconnection fee
- Water conservation kit
- Leak detection tablets and tips on detecting and fixing leaks
- Low-flow shower head
- Faucet aerators
- Arrearage forgiveness of \$25 for each on time, in full payment
- Hardship fund for customers suffering a “unique” or “severe” hardship

Apply:

- 877-987-2982



What does "FPL" mean?*

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2021)	200% FPL (2021)	250% FPL (2021)
1	\$19,320	\$25,760	\$32,200
2	\$26,130	\$34,840	\$43,550
3	\$32,940	\$43,920	\$54,900
4	\$39,750	\$53,000	\$66,250
5	\$46,560	\$62,080	\$77,600

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.