

Utility Assistance in Cumberland County

UGI Gas / Electric

Customer Assistance Program (CAP)

Eligibility:*

- At or below 150% FPL**

Benefits:

- A personalized monthly payment based on income and average bill
- Ability to have debt set aside (frozen) and forgiven over time (36 months)

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Hardship Fund (Operation Share)

Eligibility:*

- At or below 200% FPL**
- Financial hardship and inability to pay
- Must fix utility crisis by restoring or preventing termination of service

Benefits:

- Up to \$400 grant

Apply:

- 800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Help with Energy Conservation (WARM / LIURP)

Eligibility:*

- At or below 150% FPL (some exceptions made up to 200%)**
- Gas or electric heating
- Above average consumption
- Utility service at current residence for at least 12 months
- Landlord approval (if renter)

Benefits:

- Energy audit, education, and energy conservation measures

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/liurp/application/>

PPL Electric

Customer Assistance Program (OnTrack)

Eligibility:*

- At or below 150% FPL**
- If income is less than rent/mortgage, you will qualify for temporary 9 month program (Track Lifestyle)

Benefits:

- Reduced, fixed monthly bill
- Ability to have debt set aside (frozen) and forgiven over time (18 months)

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/ways-to-save/assistance-programs>

Hardship Fund (Operation Help)

Eligibility:*

- At or below 200% FPL**
- Temporary hardship

Benefits:

- Up to \$500 grant
- Eligible for *any* heating source - oil, gas, wood, propane, etc.

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/ways-to-save/assistance-programs>

Help with Energy Conservation (PPL WRAP / LIURP)

Eligibility:*

- At or below 150% FPL (some exceptions made up to 200%)**
- Utility service at current residence for at least 9 months
- Landlord approval (if renter)

Benefits:

- Energy audit, education, and energy conservation measures

Apply:

- 1-888-232-6302
- <https://www.pplelectric.com/my-account/payments/need-help-paying-your-bill/winter-relief-assistance-program>

Utility Assistance in Cumberland County

Met-Ed

Customer Assistance Program (PCAP)

Eligibility:*

- At or below 150% FPL**
- Must provide annual verification of income and identification of all household members
- Must participate in LIHEAP and WARM, if eligible

Benefits:

- Automatic enrollment in the Equal Payment Plan, which helps you avoid seasonal high and low bills
- A monthly credit toward the bill
- A one-time opportunity to have debt set aside (frozen) and forgiven over time (36 months)

Apply:

- 888-282-6816
- <https://www.dollarenergy.org/MyApp/>

Hardship Fund (Dollar Energy Fund)

Eligibility:*

- At or below 250% FPL**
- Financial hardship and inability to pay
- Must ask about PCAP program before applying
- Must have paid at least \$150 on the account in the past 3 months (senior citizens must have paid at least \$100)
- Must have an outstanding balance on bill of at least \$100 (senior citizens may have a \$0 balance)

Benefits:

- Up to \$500 grant
- Must fix utility crisis by restoring or preventing termination of service

Apply:

- 888-282-6816
- <https://www.dollarenergy.org/need-help/application-process/>

Met-Ed (cont'd)

Help with Energy Conservation (WARM / LIURP)

Eligibility:*

- At or below 200% FPL**
- Above average consumption

Benefits:

- Energy audit, education, and energy conservation measures

Apply:

- 888-282-6816
- https://www.firstenergycorp.com/save_energy/save_energy_pennsylvania/met_ed/for_your_home/warm-application.html

***If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for assistance due to new COVID-19 guidelines. Please call your utility company for more information.**

**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 (2021-2022)	200% FPL (2021-2022)	250% FPL (2021-2022)
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



Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101

**Contact for Clients: 1-844-645-2500,
utilityhotline@palegalaid.net**

Low income clients who are unable to connect to utility service or are facing termination can call our Utility Hotline for free advice to help resolve their utility issue.

Contact for Advocates: pulp@palegalaid.net

Advocates can contact us with questions about how to assist a client to connect to, maintain, or prevent termination of their electric, gas, or water account.