

# Utility Assistance in Scranton

## PPL Electric

### Customer Assistance Program (OnTrack)

#### Eligibility:\*

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

#### Benefits:

- A lower, fixed monthly bill
- Your debt is frozen and forgiven over 18 months of consistent payments

#### Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/Ways-to-Save/Assistance-Programs/OnTrack>

### Hardship Fund (Operation Help)

#### Eligibility:\*

- Your income is at or below 250% FPL\*\*
- You have a temporary financial hardship

#### Benefits:

- Up to \$500 grant
- The grant is 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/Operation-HELP>

### Help Saving Energy (PPL WRAP / LIURP)

#### Eligibility:\*

- Your income is at or below 150% FPL (some exceptions are made for up to 200% FPL)\*\*
- Utility service at your current residence for at least 9 months
- Landlord approval (if you are a renter)

#### Benefits:

- Energy audit, education, and energy saving measures

#### Apply:

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

## UGI Gas

### Customer Assistance Program (CAP)

#### Eligibility:\*

- Your income is at or below 150% FPL\*\*

#### Benefits:

- A personalized monthly payment based on your income and average bill
- Your debt is frozen and forgiven over 36 months of consistent payments

#### Apply:

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

### Hardship Fund (Operation Share)

#### Eligibility:\*

- Your income is at or below 200% FPL\*\*
- You have a temporary financial hardship
- The grant must fix your utility crisis by reconnecting your service or preventing its termination

#### Benefits:

- Up to \$400 grant

#### Apply:

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

### Help Saving Energy (WARM / LIURP)

#### Eligibility:\*

- Your income is at or below 150% FPL (some exceptions are made for up to 200% FPL)\*\*
- Gas or electric heating
- Above average energy use
- Utility service at your current residence for at least 12 months
- Landlord approval (if you are a renter)

#### Benefits:

- Energy audit, education, and energy saving measures

#### Apply:

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

**\*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.**

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## PA American Water

### Customer Assistance Program (H2O Program)

Eligibility:\*

- Your income is at or below 150% FPL\*\*

Benefits:

- Up to \$500 grant
- 85% service charge discount and 10% discount on monthly volumetric charges (approx. \$19 / month)

Apply:

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

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- Your income is at or below 200% FPL\*\*
- You have given sincere payment effort

Benefits:

- Up to \$500 grant

Apply:

- 888-282-6816

### Wastewater Assistance Program

Eligibility:\*

- Your income is at or below 150% FPL\*\*
- You have given sincere payment effort

Benefits:

- Up to \$500 grant
- 30% discount on your total wastewater bill (approx. \$20 / month)

Apply:

- 888-282-6816



**Pennsylvania Utility Law Project**  
**118 Locust Street**  
**Harrisburg, PA 17101**

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

**Contact for Clients:**  
**1-844-645-2500**  
**[utilityhotline@palegalaid.net](mailto:utilityhotline@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.

**Contact for Advocates:**  
**[pulp@palegalaid.net](mailto:pulp@palegalaid.net)**

## 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.