

# Utility Assistance in New Castle

## **Penn Power**

### **Customer Assistance Program (PCAP)**

#### Eligibility:\*

- Your income is at or below 150% FPL\*\*
- Your bill is greater than 3% (non-heating customers) or 9% (electric heating customers) of your income
- You must agree to apply for the WARM program and LIHEAP

#### Benefits:

- Bill discount
- Your debt is forgiven over 36 months of consistent payments

#### Apply:

- 1-888-282-6816

### **Hardship Fund Program (Dollar Energy Fund)**

#### Eligibility:\*

- Your income is at or below 250% FPL\*\*
- Your service is off or you are facing termination
- Minimum debt balance
- You have given sincere payment effort
- The grant must restore service or 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:\*

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

#### Benefits:

- Energy audit, education, and energy saving measures

#### Apply:

- 1-800-207-9276

## **Columbia Gas**

### **Customer Assistance Program (CAP)**

#### Eligibility:\*

- Your income is at or below 150% FPL\*\*
- You are a heating customer
- You have trouble making payments

#### Benefits:

- Bill discount
- Your debt is forgiven over 36 months of consistent payments

#### Apply:

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

### **Hardship Fund Program (Dollar Energy Fund)**

#### Eligibility:\*

- Your income is at or below 200% FPL\*\*
- Your electric service is off or you are facing termination
- Minimum debt balance
- You have given sincere payment effort
- The grant must restore service or prevent termination, either alone or with other payments / grants

#### Benefits:

- Up to \$500 grant

#### Apply:

- 1-800-537-7431 for referral to local agency
- <https://www.hardshiptools.org/MyApp/>

### **Low Income Usage Reduction Program (Warmwise)**

#### Eligibility:\*

- Your income is at or below 200% FPL\*\*
- You are a heating customer
- High energy usage (average winter usage over 170 Therms/mo.)
- Property owner permission (for renters)

#### Benefits:

- Energy audit, education, and energy saving measures

#### Apply:

- 1-800-537-7431
- <https://www.columbiagaspa.com/energy-efficiency/for-your-home/low-income-usage-reduction-program>

**\*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 shown 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 shown 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 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.

<b>Number of Persons Living in Household</b>	<b>150% FPL (2021)</b>	<b>200% FPL (2021)</b>	<b>250% FPL (2021)</b>
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.