

UTILITIES ASSISTANCE

	LIHEAP	LIHEAP II CRISIS PROGRAM	DOLLAR ENERGY FUND	UNIVERSAL SERVICE PROGRAMS
PHONE	412-562-0330 or 1-866-857-7095	412-562-0330 or 1-866-857-7095	412-431-2800 or 1-800-683-7036	
COMPANY	Columbia Gas Equitable Gas Peoples Natural Gas Peoples TWP West Penn Power Duquesne Light Fuel Oil Companies	Columbia Gas Equitable Gas Peoples Natural Gas Peoples TWP West Penn Power Duquesne Light Fuel Oil Companies	Columbia Gas Equitable Gas Peoples Natural Gas Peoples TWP West Penn Power Duquesne Light PA American Water	First Energy Valley Energy Citizens Electric Wellsboro Electric Met-Ed Penelec Penn Power
ELIGIBILITY	<ul style="list-style-type: none"> ◆ Consumers must have responsibility for their main heat source directly or indirectly as part of rental. (For Crisis, responsibility for main or secondary heat source) ◆ A completed application and meet income guidelines ◆ 150% of Federal Poverty Income Guideline ◆ Documentation of responsibility to pay heating costs. ◆ Proof of household members Social Security numbers. ◆ Copy of recent utility bill/ for Crisis: proof of emergency. ◆ Former participants will be mailed an application and can return it by mail ◆ State Wide Customer Service Center: 1-877-395-8930 		<ul style="list-style-type: none"> ◆ Gross income less than 200% FPIG ◆ Must apply to LIHEAP or Crisis, if possible. ◆ Applicant must have made payments and show sincere effort of significant payment for gas, electric or water. ◆ Seniors, 62 and older may have a 0 balance but no existing credit. ◆ Fill out an application. ◆ Furnish Social Security numbers and birthdates of all living in apartment or house. 	<p>West Penn Power: 1-800-207-1250</p> <p>Duquesne Light: 1-888-393-7600</p> <p>Columbia: 1-800-537-7431</p> <p>Peoples Natural Gas: 1-800-400-9276</p> <p>Equitable: 1-877-577-8735</p> <p>Peoples TWP: 1-866-276-4055</p>
APPLICATION DATES	<p>LIHEAP Opens: November 4, 2013</p> <p>Closing Date: April 4, 2014</p> <p>Apply local CAO or at www.compass.state.pa.us</p>	<p>Crisis Opens: January 2, 2014</p> <p>Closing Date: April 4, 2014</p> <p>Apply at local CAO or at www.compass.state.pa.us</p>	<p>Services Shut-off or Threat of Termination October 1, 2013 to November 30, 2013 and after February 1, 2014</p> <p>Services Already Terminated: December 1, 2013 to January 31, 2014</p> <p>Funding may change without notice: call the company for details</p>	<p>CARES representative help customers experiencing a temporary hardship by assisting with referrals for:</p> <ul style="list-style-type: none"> ▪ Energy grants ▪ CAP ▪ Customer Assistance Programs (CAP) = Reduced budget amounts for qualifying individuals. ▪ Consumers must accept weatherization to receive CAP ▪ Housing ▪ Food Programs ▪ Employment assistance
NOTES	<p>Main LIHEAP Office = Alle Kiski: 724-339-6800 Messages: 412-770-3677</p> <p>There is \$1,000 maximum grant amount, and \$100 minimum grant. Subsidized housing tenants whose rent is based on a percentage of their income and who do not pay for their heating source are not eligible.</p>	<p>\$500 is maximum grant, \$25 is the minimum grant, for utility service disruption due to lack of payment or unsafe condition. May help in the repair of heating systems or gas lines. May also be used for heating oil.</p>	<p>Consumers must have paid a minimum amount on the account in the last 90 days. Applicants must apply for LIHEAP & CRISIS first and meet the income guidelines. Check www.dollarenergy.org for nearest partner agency to assist.</p> <p>Maximum Grant \$500</p> <p>Applicants can only receive one grant, per utility, per program year (10/2013 to 9/2014)</p>	

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	PA American Water H₂O Help to Others Program	TELEPHONE ASSISTANCE	WEATHERIZATION
COMPANY & PHONE	<p>PA American Water Company H₂O Help to Others Program</p> <p>1-888-282-6816</p>	<p>SafeLink Wireless 1-800-723-3546 Assurance Wireless 1-800-395-2108</p> <p>Lifeline is a government benefit program that provides monthly discounts on ONE telephone service (wireline or wireless) for eligible low income consumers. Check with your phone company about this benefit.</p>	<p>CITY & COUNTY: 412-227-3700</p> <p>Federally funded program administered by PA Community Economic Development designed to assist low-income households to lower fuel bills by lowering fuel consumption. Provides weather-stripping, insulation assistance and furnace checks.</p>
ELIGIBILITY	<ul style="list-style-type: none"> ◆ Meet income guidelines: 200% FPIG ◆ Make sincere effort to pay the bill ◆ Complete the application ◆ For residential households ◆ Must reside in the home 	<ul style="list-style-type: none"> ◆ Meet income guidelines: 150% of Federal Poverty Income Guideline. ◆ Or participate in assistance programs ◆ Some companies will provide special rates to those eligible 	<ul style="list-style-type: none"> ◆ Meet income guidelines ◆ Complete application ◆ Live in an area covered by the program ◆ Information at "weatherization tab" on www.actionhousing.org
APPLICATION DATES	Ongoing	Ongoing	Ongoing
NOTES	<ul style="list-style-type: none"> • May qualify for discount on monthly service fee. • Referral to Conservation Consultants • CC talks with customer and gives water saving tips • The customer is sent a kit with water saving devices like water saving shower head and faucet head 	<p>SafeLink Wireless - Provides cell phones and 250 free minutes. Information at www.safelink.com</p> <p>Assurance Wireless Provides cell phones and 250 free minutes. Information: www.assurancewireless.com</p> <p>Lifeline Benefit - Reduces the cost of monthly telephone service for Verizon customers: contact your representative.</p>	<p>LIURP (Low Income Usage Reduction Program) All utilities regulated by the PUC are mandated to assist low-income households lower their fuel bills by lowering fuel consumption through Weatherization programs:</p> <p>Contact the Universal Services Program for that utility for information and assistance; telephone numbers are on the reverse side of this page.</p>