You came to Community Legal Services for help with a problem with PECO.

This letter contains information that you can use to resolve your problem.

**Billing Dispute or Other Dispute**
- Request a statement of account from PECO and review the charges and payments on your account.
- Contact PECO to dispute the bill or other problem that you are having with your service.
- If you are not satisfied with how PECO handles your dispute, you can make a complaint with the Pennsylvania Public Utility Commission (PUC). The number to the PUC is 1-800-692-7380.

**Shut Off Prevention/Restoration of Service**
- Contact PECO and ask whether you are eligible to enroll in their low income Customer Assistance Program (CAP). Enrollment in CAP may allow you to cancel a pending shut off notice.
- Ask PECO whether they will give you a payment agreement on the balance. If you have already had a payment agreement, ask PECO how much you need to pay to catch up on the most recent agreement. If service is off, ask PECO if they will accept a smaller amount than you owe.
- Contact the Utility Emergency Services Fund (UESF) at (215) 972-5170 and the Low Income Home Energy Assistance Program (LIHEAP) to find out if there is grant assistance available to pay the bill.
- If you or someone in your house has a serious illness or medical condition, contact PECO. Give PECO your doctor’s fax number. PECO will fax a medical certificate form to your doctor. You may be able to get a 30-day hold on the shut-off. You may be eligible for additional 30 day renewals.
- If you have a dispute, you can contact the PUC to file a complaint. The shut-off will not happen while the PUC looks into your complaint. You will still be responsible for paying undisputed bills.

**Special Assistance for Individuals with a Protection from Abuse Order (PFA)**
- If you have a PFA or similar court order, you may be able to get additional payment options from PECO. Contact PECO and let them know that you have a PFA.

**PECO’s Fixed Credit Option (FCO) CAP**
- Beginning in October 2016, PECO will change its CAP design. The new design is known as the Fixed Credit Option or FCO CAP. The FCO CAP is expected to be more affordable for many CAP customers. Some CAP customers will receive a special payment agreement on bills that have grown since the time they first enrolled in CAP. In order to benefit from the FCO CAP program, your service must be on and you must be enrolled in CAP by the end of October 2016. If your service is off, contact PECO to find out whether they will work with you to restore service.

**Winter Protection**
- Low-income PECO customers cannot be shut off for non-payment from Dec. 1-Mar. 31. Show PECO proof of your low-income.

**Bankruptcy**
- If you owe PECO a lot of money and you cannot get an affordable agreement, you may want to file for bankruptcy. CLS may be able to evaluate your case for a bankruptcy referral. You can complete an intake by coming to CLS’s office at 1410 W. Erie Avenue on Monday, Wednesday, or Friday between 9-12P. You will need a copy of your credit report and a credit denial statement from PECO.