Need Help Paying Your Electric Bill?
PECO’s Customer Assistance Program can help!

WHAT IS CAP?
PECO’s Customer Assistance Program (CAP) is a program to make your electric bill more affordable.

WHO QUALIFIES?
PECO customers who sign up for CAP receive a monthly credit towards their electric bills. They may also be eligible to receive debt forgiveness over 12 months of payments.

PECO customers with monthly household incomes at **150% or below of the Federal Poverty Line (FPL)** qualify for CAP.

<table>
<thead>
<tr>
<th>Number in household</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>150% FPL (2020)</td>
<td>$1595</td>
<td>$2155</td>
<td>$2715</td>
<td>$3275</td>
</tr>
</tbody>
</table>

Each additional person: add **$560** to monthly income

HOW DOES IT WORK?

- CAP credits are calculated based on:
  - Monthly Household Income
  - Past Energy Usage
  - Energy Burden

"Energy burden" is the percent of your monthly income that should go towards paying a utility bill (between 5-7% for many customers)

- The credit is divided over 12 months and applied to each bill
- During months that PECO bill will be higher, a larger credit is applied
- PECO re-calculates your energy credit based on energy usage every three months

HOW DO I APPLY?

- There are several ways to apply for CAP:
  - **Online** at [www.PECO.com/help](http://www.PECO.com/help)
  - **Mail** your application, along with required proof of income, to: PECO CAP, P.O. Box 467429, Atlanta, GA, 31146
  - **Fax** application to 1-855-358-9369 (Toll Free)
  - Note: include account number and name on every page
  - **E-mail** application to PECOCAP@exeloncorp.com

- **You will need:** Name, Date of Birth, Account Number, Address, Names, and Proof of Income for all household members

YOUR RESPONSIBILITIES ON CAP:

- Pay monthly CAP bills on time and in full
- Tell PECO if household size or income changes
- Apply for LIHEAP

CLS phonelines are open for new clients! If you have problems applying for CAP or face other utility issues, contact 215-981-3700 and leave us a message. For more information about CLS, visit [clsphila.org](http://clsphila.org)
What is a Neighborhood Energy Center?

Neighborhood Energy Centers serve as “one-stop-shops” for all energy services and provide a comprehensive approach to energy problems for low to moderate-income consumers. *Spanish speaking assistance available

**Chinese and other language assistance available

Contact an NEC if you need help with:

- Energy assistance grants
- Utility payment arrangement
- Energy conservation
- UESF
- Home repair programs
- Budget counseling
- LIHEAP

*Note: due to COVID-19 pandemic, NECs may have different availability than what is listed above.*