Utility Shutoffs are Starting Soon  
*Do these things to prevent getting shut off!*

The Pennsylvania ban on utility shutoffs was recently updated, meaning some utility customers may start getting shutoff notices. However, many low-income customers should be protected from utility shutoff as long as they follow certain steps.

**Do these things now to protect your household from shutoff:**

1) **Call your utility company.** Notify them that you are at or below 300% Federal Poverty Level. (In 2020, this is a $3190 gross monthly income for one person and $6550 for a family of four.) Tell them you will be applying for low-income assistance programs. If you're not eligible for those programs, see if you can apply for a payment arrangement.

2) **Apply for your utility’s low-income assistance programs:**
   - **PECO:** Customer Assistance Program (CAP) (Philadelphia)
   - **PGW:** Customer Responsibility Program (CRP) (Philadelphia)
   - **Outside of Philadelphia, call your utility company**

3) **Apply for grant assistance:**
   - **UESF** (Utility Emergency Services Fund) (Philadelphia)
   - **LIHEAP** (Low Income Home Energy Assistance Program– opens November 2, 2020) (All of Pennsylvania)

4) **Call your utility company to confirm that you are protected from shutoff after you have applied for assistance**
   - If your utility doesn't help you, but you think you should be protected, **call the PUC's Bureau of Consumer Services at 800-692-7380**

If you live in Philadelphia and have any questions about this change or you are facing shut off, call Community Legal Services at 215-981-3700 and leave a message. For more information on applying to assistance programs, visit [www.clsphila.org/services/utility-bills/](http://www.clsphila.org/services/utility-bills/)