Affordable Utilities for Survivors of Domestic Violence

PECO (electric) and PGW (gas) must provide protections for survivors of domestic violence. To qualify for these protections, a survivor must have either:

- A Protection from Abuse Order (PFA); or
- A court order which provides clear evidence of domestic violence against the applicant or customer

What protections are available?

- **Survivors can only be held responsible for bills in their own name.** They cannot be held responsible for someone else's debt, even if they lived in the house when the debt was accumulated.
- **The utility company must attempt "personal contact" with the survivor before terminating service.**
  - If there is no personal contact, a notice will be posted at the property and shutoff will be delayed for 48 hours.
- **Survivors are entitled to flexible payment arrangement terms** on their past debts (including debts from the customer assistance programs).
  - Payment arrangements are based on the size of the unpaid balance; the ability of the applicant to pay; the applicant's payment history; and the length of time over which the bill accumulated

Survivors of Domestic Violence may also be eligible for a low-income customer assistance program. PECO's Customer Assistance Program (CAP) or PGW's Customer Responsibility Program (CRP) provide reduced monthly bills. Eligibility is based on income, energy usage, and other factors.

<table>
<thead>
<tr>
<th>Apply for PECO's CAP</th>
<th>Apply for PGW's CRP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call 1 (800) 774-7040</td>
<td>Call (215) 684-6100</td>
</tr>
<tr>
<td>Or apply online at: tinyurl.com/Apply-CAP-PECO</td>
<td>Or apply online at: www2.pgworks.com/crp</td>
</tr>
</tbody>
</table>

CLS phonelines are open for new clients! If you are facing issues with your utilities, contact 215-981-3700 and leave us a message. For more information about CLS, visit clsphila.org.