

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.

Apply for PECO's CAP

- Call 1 (800) 774-7040
- Or apply online at:
tinyurl.com/Apply-CAP-PECO

Apply for PGW's CRP

- Call (215) 684-6100
- Or apply online at:
www2.pgworks.com/crp

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.