



HOW TO PREVENT A PECO OR PGW SHUTOFF

Gas and electric shutoffs can start again on April 1, 2021. If you are behind on your bills or have already received a shutoff notice, follow these steps right away:

1. APPLY FOR GRANT ASSISTANCE

Apply for utility grants from LIHEAP (applications close April 9, 2021), UESF, and the Philadelphia rental assistance program. These grants can be used to pay off overdue bills and do not need to be repaid.

- **LIHEAP:** Call (866) 857-7095 and tell the LIHEAP office that you are about to lose heat or have a past-due bill.
- **UESF:** Call (215) 972-5170.
- **Philadelphia rental/utility assistance:** Visit phlrentassist.org.

2. APPLY FOR A LOW-INCOME ASSISTANCE PROGRAM

PECO's Customer Assistance Program (CAP) or PGW's Customer Responsibility Program (CRP) help low-income customers lower their monthly bills and assist with debt forgiveness. Enrolling in one of these programs may prevent a shutoff.

- **PECO's CAP:** Call (800) 774-7040 or apply online at tinyurl.com/Apply-CAP-PECO.
- **PGW's CRP:** Call (215) 684-6100 or apply online at www2.pgworks.com/crp.

3. REQUEST A PAYMENT ARRANGEMENT

PECO and PGW must offer at least one payment arrangement. Low-income customers who get a payment arrangement should get at least five years to pay back their bills. Do not agree to a payment arrangement that you can't afford to pay.

- **Call PECO at (888) 480-1533 or PGW at (215) 235-1777** and ask for a payment agreement on your balance.

4. REQUEST A MEDICAL CERTIFICATE

If you or someone in your house has a serious illness or medical condition that would be impacted by loss of utilities, you may be eligible for a medical certificate, which stops termination for 30 days. (Additional 30 day renewals may be possible.)

- **Call PECO or PGW. Give the utility your medical provider's fax number. The utility will fax a medical certificate to the medical provider.**

5. FILE A DISPUTE WITH THE PUBLIC UTILITY COMMISSION (PUC)

If filed before the day of shutoff, an informal complaint will temporarily stop the shutoff while the PUC investigates.

- **Call the Bureau of Consumer Services at (800) 692-7380.**

CLS phonedlines are open to new clients!

If you're struggling with utility issues, call
 (215) 981- 3700.