

PREVENT A PGW OR PECO SHUTOFF



If you are behind on bills or have received a shutoff notice, follow these steps right away!

APPLY FOR GRANT ASSISTANCE

These grants can pay a gas or electric bill, stop a shutoff notice, and do not need to be repaid.

- **LIHEAP:** Apply online at compass.state.pa.us, in person at your county assistance office, or by calling (866) 857-7095. LIHEAP benefits are only available Dec through May 8.
- **UESF (PECO):** Apply by calling (215) 814-6837 or emailing utility@uesfacts.org.
- **PGW Hardship Funds:** Apply at a local Neighborhood Energy Center.

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) 235-1000 or apply online at pgworks.com/customer-care/crp

REQUEST A PAYMENT ARRANGEMENT

Anyone, regardless of income, can request a payment agreement from the utility on their balance. Do not agree to a payment arrangement that you can't afford. If you're denied a payment arrangement and want to challenge that decision, you can call the PUC's Bureau of Consumer Services. Some households may also be eligible for a PUC-issued payment agreement.

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

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.

FILE A DISPUTE WITH THE PUBLIC UTILITY COMMISSION (PUC)

If filed before the day of shutoff, an informal complaint regarding your bill or pending termination will temporarily stop the shutoff while the PUC investigates.

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

Facing shutoff or other utility issues? Contact the Energy Unit at CLS!

Phone: Monday through Thursday, 9am-3pm, at **215-981-3700**

In-person: Tuesdays and Thursdays, 9am-12pm, at **1424 Chestnut St OR 1410 W Erie Ave**