



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 shutoffs as long as they follow certain steps.

DO THESE THINGS TO PREVENT GETTING SHUT OFF!

1.) Call your utility company. Notify them that you are at or below 300% Federal Poverty Level and that 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:

- Customer Assistance Program (CAP): This program is designed to help low-income residential customers maintain utility service. CAPs can help lower your monthly utility bill, and may also reduce the amount you already owe. The company works with you to determine what you can pay based on your household income.
 - First Energy (Penelec, West Penn Power, Penn Power) as well as People's Gas use CAP

3.) Apply for grant assistance:

- Dollar Energy Fund: This program is a 501(c)(3) organization whose mission is to improve the quality of life for households experiencing hardships by providing utility assistance and other services that lead to self-sufficiency.
- LIHEAP (Low Income Home Energy Assistance Program) - Opens **November 2, 2020**.
 - Income limits for this program are for individuals & families at or below 150% Federal Poverty Level.

4.) Call your utility company to confirm that you are protected from shutoff after you have applied for assistance.

If your utility company doesn't help you, but you think you should be protected, call the Public Utility Commission (PUC)'s Bureau of Consumer Services at 800-692-7380.

If you live in one of our six counties and have any questions about this change or you are facing shutoff, call Laurel Legal Services at 1-800-253-9558.