

# Electric Assistance in Pittsburgh

## First Energy

(Penelec, Penn Power, West Penn)

### Customer Assistance Program

Eligibility:\*

- At or below 150% FPL\*\*
- Bill greater than 3% of income (non-heating customers) or 9% (electric heating customers)
- Must agree to apply for WARM program and LIHEAP

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-888-282-6816

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 250% FPL\*\*
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-888-282-6816

### Low Income Usage Reduction Program (WARM)

Eligibility:\*

- At or below 200% FPL\*\*
- High usage (6,500 kWh and higher yearly)
- 6 months of consecutive service and proof of ownership (or landlord approval)

Benefits:

- Energy audit, education, and conservation measures

Apply:

- Penelec, Penn Power: 1-800-207-9276
- West Penn: 1-888-406-8074

## Duquesne Light

### Customer Assistance Program

Eligibility:\*

- At or below 150% FPL\*\*

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-888-393-7600 for referral to local CAP agency

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 200% FPL\*\*
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-683-7036 (Dollar Energy Fund) or 1-888-393-7600 (Duquesne Light)

### Low Income Usage Reduction Program (Smart Comfort)

Eligibility:\*

- At or below 150% FPL\*\*
- High usage (500 kWh and higher monthly)
- Electric service at residence for past 6 months (unless home or electric heating customer)
- Landlord permission (if renter)

Benefits:

- Energy audit, education, and conservation measures

Apply:

- 1-866-282-3147

\*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for assistance due to new COVID-19 guidelines. Please call your utility company for more information.

# Heat Assistance in Pittsburgh

## Columbia Gas

### Customer Assistance Program

Eligibility:\*

- At or below 150% FPL\*\*
- Heating customer
- Payment troubled

Benefits:

- Bill discount
- Debt forgiveness over 36 months

Apply:

- 1-800-537-7431 for referral to local CAP agency

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 200% FPL\*\*
- Electric service off or facing termination
- Minimum debt balance
- Demonstrated sincere payment effort
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-537-7431 for referral to local agency

### Low Income Usage Reduction Program (Warmwise)

Eligibility:\*

- At or below 150% FPL\*\*
- Heating customer
- High usage (average winter usage over 170 Therms/mo.)
- Property owner permission (for renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-537-7431
- <https://www.columbiagaspa.com/ways-to-save>

## Peoples Gas

### Customer Assistance Program

Eligibility:\*

- At or below 150% FPL\*\*
  - Customers with income between 151% - 250% FPL may qualify for debt forgiveness
- Heating customer

Benefits:

- Bill based on lower percentage of income or average bill
- Debt forgiveness over 36 months

Apply:

- 1-800-400-WARM (9276)

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 200% FPL\*\*
- Gas service off or facing termination
- Demonstrated sincere payment effort
- Minimum debt balance
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$500 grant

Apply:

- 1-800-400-WARM (9276)

### Low Income Usage Reduction Program (WARM)

Eligibility:\*

- At or below 150% FPL\*\*
- High usage (annual consumption greater than 120 Mcf)
- Residential heating customer who has not moved or had gas service terminated within the last year
- Landlord permission (renters)

Benefits:

- Energy audit, education, and conservation measures (including potential furnace or boiler upgrades)

Apply:

- 1-800-400-WARM (9276)

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# Water Assistance in Pittsburgh

## PA American

### Customer Assistance Program (H2o Program)

Eligibility:\*

- At or below 150% FPL\*\*

Benefits:

- 80% service charge discount (approx. \$12/month)

Apply:

- 888-282-6816 (Dollar Energy Fund – ask for discount program)

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 200% FPL\*\*
- Demonstrated sincere payment effort

Benefits:

- Up to \$500 grant

Apply:

- 888-282-6816

### Wastewater Service Assistance

Eligibility:\*

- At or below 150% FPL\*\*
- Demonstrated sincere payment effort

Benefits:

- Up to \$500 grant
- 20% discount on the total wastewater charges

Apply:

- 888-282-6816

## PWSA

### Customer Assistance Program

Eligibility:\*

- At or below 150% FPL\*\*

Benefits:

- 75% discount on minimum service charge

Apply:

- 1-866-762-2348

### Hardship Fund Program (Dollar Energy Fund)

Eligibility:\*

- At or below 150% FPL\*\*
- Demonstrated sincere payment effort
- Minimum debt balance
- Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

Benefits:

- Up to \$300 grant

Apply:

- 800-342-5775



## What does "FPL" mean?\*

The Federal Poverty Level (FPL) is a way to use your annual income to determine whether or not you are eligible for certain programs.

Number of Persons Living in Household	150% FPL (2020)	200% FPL (2020)	250% FPL (2020)
1	\$19,140	\$25,520	\$31,225
2	\$25,860	\$34,480	\$42,275
3	\$32,580	\$43,440	\$53,325
4	\$39,300	\$52,400	\$64,375
5	\$46,020	\$61,360	\$75,425
6	\$52,740	\$70,320	\$87,900

\*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for assistance due to new COVID-19 guidelines. Please call your utility company for more information.