Electric Assistance in Pittsburgh

<table>
<thead>
<tr>
<th>First Energy</th>
<th>Duquesne Light</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Penelec, Penn Power, West Penn)</td>
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</tbody>
</table>

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

**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

**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 other assistance. Please contact 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 Thersms/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](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)

*If you fall outside of the eligibility guidelines for any of these programs, you may still qualify for other assistance. Please contact your utility company for more information.*
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)

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**Hardship Fund Program (Dollar Energy Fund)**

*Eligibility:* At or below 200% FPL

*Benefits:* Up to $500 grant

*Apply:* 888-282-6816

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**Wastewater Service Assistance**

*Eligibility:* At or below 150% FPL

*Benefits:* Up to $500 grant, 20% discount on the total wastewater charges

*Apply:* 888-282-6816

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PWSA

**Customer Assistance Program**

*Eligibility:* At or below 150% FPL

*Benefits:* 75% discount on minimum service charge

*Apply:* 1-866-762-2348

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**Hardship Fund Program (Dollar Energy Fund)**

*Eligibility:* At or below 150% FPL

*Benefits:* Demonstrated sincere payment effort, Minimum debt balance, Grant must prevent crisis (restore service / prevent termination), either alone or with other payments / grants

*Apply:* 800-342-5775

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*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.

<table>
<thead>
<tr>
<th>Number of Persons Living in Household</th>
<th>150% FPL (2021)</th>
<th>200% FPL (2021)</th>
<th>250% FPL (2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$19,320</td>
<td>$25,760</td>
<td>$32,200</td>
</tr>
<tr>
<td>2</td>
<td>$26,130</td>
<td>$34,840</td>
<td>$43,550</td>
</tr>
<tr>
<td>3</td>
<td>$32,940</td>
<td>$43,920</td>
<td>$54,900</td>
</tr>
<tr>
<td>4</td>
<td>$39,750</td>
<td>$53,000</td>
<td>$66,250</td>
</tr>
<tr>
<td>5</td>
<td>$46,560</td>
<td>$62,080</td>
<td>$77,600</td>
</tr>
</tbody>
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