

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP offers both cash and crisis grants, and is open for application from November through March.

- Cash grants help families pay their heating bills
- Crisis grants help families who have an emergency and are in danger of being without heat. Emergency situations include:
 - Having broken heating equipment (e.g., furnace) or leaking lines
 - A fuel shortage that may leave you without heat
 - Having utility service shut off or shut-off notice

Eligibility:

- Meet the federal poverty income guidelines (e.g., \$44,443 for a family of four)

Apply online at www.compass.state.pa.us or 1-866-857-7095.

TDD for hearing impaired: 1-800-451-5886.

Applications available at local county assistance office:
Lehigh County: 610-821-6509

Northampton County: 610-250-1785
or 610-250-1786



Pennsylvania Public Utility Commission

Responsible Utility Consumer Protection Act

During the winter months (Dec. 1-March 31), the law provides special protection against service shutoffs for low income and people who are certified as seriously ill.

Contact: 1-800-692-7380

For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service).

Web site: www.puc.state.pa.us

Additional Resources

Northampton County Area Agency on Aging Energy Assistance

Assist in payment of energy bills (oil, gas, electric).

Eligibility:

- Must have an emergency heat-related situation
- Elderly residents of Northampton County

Contact: 610-559-3245 / 1-800-322-9269

CACLV Energy Partnership: 484-893-1100

Lehigh County Information and Referral Unit

Contact: 610-782-3200 or

Visit www.lehighcounty.org

PA Department of Community and Economic Development Crisis Program

Community Action Committee of the Lehigh Valley (CACLV)

Emergency heating system repair or replacement.

Eligibility:

- 60% of PA Median Income (e.g., \$44,443 for a family of four)

Contact: Assistance Offices:

Lehigh: 610-821-6509

Northampton: 610-250-1785

Valley Wide Help



“Bringing People and Services Together”

610-435-7111

www.irissoft.com/vwhp

Help with your Heating needs

This brochure directs you to resources available to assist you with energy bills.

Referral Resources Guide

Lehigh and Northampton
County Residents

Este folleto está disponible en español.
Llame por favor a su representante de la agencia
si usted prefiere un folleto en español.

Pennsylvania Customer Assistance Program (PCAP)

Alternative payment plan for low-income, payment troubled residential customers.

Eligibility:

- Household income must be at or below 150% of the federal poverty income guidelines
- Must apply for Low-Income Home Energy Assistance Program (LIHEAP) and Energy Conservation and Education Program (WARM), if eligible

Contact: 1-800-545-7741

Dollar Energy Fund (DEF)

Emergency hardship funds help residential customers who have suffered recent financial hardship and need temporary help paying their electric bill.

Eligibility:

- Household income must be at or below 200% of the federal poverty income guidelines
- Must have paid \$150 within past 90 days plus reconnect fee to be reconnected
- Funding is limited

Contact: 1-800-545-7741

Low Income Usage Reduction Program (WARM)

Free weatherization and energy education program for residential customer with usage in excess of an average of 600 kWh per month.

Eligibility:

- Household income must be at or below 150% of the federal poverty income guidelines or 200% of the federal poverty where special needs exist
- Own or rent a house or apartment (if a renter, utility company will contact landlord for permission)

Contact: 1-800-207-9276

OnTrack Payment Plan

A reduced payment program that includes debt forgiveness for customers struggling to pay their electric bill.

Eligibility:

- Household income must be at or below 150% of the federal poverty income guidelines
- Must be trouble-payment
- Must have household income
- Income documentation is required

Operation HELP

A hardship fund supported by donations. The program is open year-round and pays any type of home energy bill for low-income customers.

Eligibility:

- Household income must be at or below 200% of the federal poverty income guidelines
- Must be a PPL residential customer
- Available once in a calendar year
- Should have a overdue balance of \$250 to qualify for a grant
- Income documentation is required

Winter Relief Assistance Program (WRAP)

A free weatherization program for income-qualified homeowners and renters that includes a home energy audit, installation of materials and energy conservation education.

Eligibility:

- Household income must be at or below 200% of the federal poverty income guidelines
- Own or rent a house or apartment. (If a renter, PPL will contact landlord for permission.)
- Live in a home that has not received WRAP services for at least seven years
- Reside in the household

To apply for these programs, contact:
1-800-DIAL-PPL (1-800-342-5775) or
visit www.pplelectric.com

Customer Assistance Program (CAP)

Monthly payment based on gross income, household size and usage at the property.

Eligibility:

- Household income must be at or below 150% of the federal poverty income guidelines
- Must have active residential heating or non-heating UGI account
- Head of household (applicant) must reside at property

Contact: 1-800-UGI-WARM

Operation Share

To give financial assistance to current UGI customers on fixed or low incomes and faced with a hardship in paying their energy bill due to an unforeseen situation.

Eligibility:

- Household income must be at or below 200% of the federal poverty income guidelines
- Must reside in UGI's service territory
- Outstanding balance on their UGI bill
- Eligible every 12 months

Contact: The Salvation Army
Allentown: 610-432-0129
Bethlehem: 610-867-4681
Easton: 610-258-9531

Low-Income Usage Reduction Program (LIURP)

Provide installed energy-saving measures that help to reduce energy consumption and increase energy efficiency.

Eligibility:

- Household income must be at or below 150% of the federal poverty income guidelines
- Must have active service for 12 consecutive months
- Ratepayer must reside at the property

Contact: 1-800-UGI-WARM or
1-800-844-9276