

Utility Assistance in Harrisburg, PA

UGI Gas / Electric

Customer Assistance Program (CAP)

Eligibility:*

- At or below 150% FPL**

Benefits:

- A personalized monthly payment based on income and average bill
- Ability to have debt set aside (frozen) and forgiven over time (36 months)

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Hardship Fund (Operation Share)

Eligibility:*

- At or below 200% FPL**
- Financial hardship and inability to pay
- Must fix utility crisis by restoring or preventing termination of service

Benefits:

- Up to \$400 grant

Apply:

- 800-844-9276
- <https://www.ugi.com/assistance-programs/online-form/>

Help with Energy Conservation (WARM / LIURP)

Eligibility:*

- At or below 150% FPL (some exceptions made up to 200%)**
- Gas or electric heating
- Above average consumption
- Utility service at current residence for at least 12 months
- Landlord approval (if renter)

Benefits:

- Energy audit, education, and energy conservation measures

Apply:

- 1-800-844-9276
- <https://www.ugi.com/assistance-programs/liurp/application/>

PPL Electric

Customer Assistance Program (OnTrack)

Eligibility:*

- At or below 150% FPL**
- If income is less than rent/mortgage, you will qualify for temporary 9 month program (OnTrack Lifestyle)

Benefits:

- Reduced, fixed monthly bill
- Ability to have debt set aside (frozen) and forgiven over time (18 months)

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/ways-to-save/assistance-programs>

Hardship Fund (Operation Help)

Eligibility:*

- At or below 200% FPL**
- Temporary hardship

Benefits:

- Up to \$500 grant
- Eligible for any heating source - oil, gas, wood, propane, etc.

Apply:

- 1-800-342-5775
- <https://www.pplelectric.com/site/ways-to-save/assistance-programs>

Help with Energy Conservation (PPL WRAP / LIURP)

Eligibility:*

- At or below 150% FPL (some exceptions made up to 200%)**
- Utility service at current residence for at least 9 months
- Landlord approval (if renter)

Benefits:

- Energy audit, education, and energy conservation measures

Apply:

- 1-888-232-6302
- <https://www.pplelectric.com/my-account/payments/need-help-paying-your-bill/winter-relief-assistance-program>

Utility Assistance in Harrisburg, PA

Capital Region Water

Credit Assistance Program

Eligibility:*

- Capital Region Water account holder
- Reside at the property listed on the account
- At or below 150% FPL**
- Both homeowners and tenants may be eligible

Benefits:

- \$200 credit applied to account (\$100 towards drinking water utilization charge and \$100 towards wastewater utilization charge, if billed jointly)

Apply:

- <https://capitalregionwater.com/customerassistance/>

***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.**

**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 (2021-2022) | 200% FPL (2021-2022) | 250% FPL (2021-2022) |
|---------------------------------------|----------------------|----------------------|----------------------|
| 1 | \$19,320 | \$25,760 | \$32,200 |
| 2 | \$26,130 | \$34,840 | \$43,550 |
| 3 | \$32,940 | \$43,920 | \$54,900 |
| 4 | \$39,750 | \$53,000 | \$66,250 |
| 5 | \$46,560 | \$62,080 | \$77,600 |

8 Things You Can Do to Avoid Termination

1. Apply for Customer Assistance Programs (CAP)
2. Apply for Grant Assistance Programs
3. Inform the Utility if You Have a Protection from Abuse Order (PFA) or Other Court Order
4. Get a Medical Certificate
5. Ask for a Payment Agreement
6. Make a Complaint with the Public Utility Commission (PUC)
7. Apply for Weatherization Assistance to Reduce Your Energy Usage
8. Consider Bankruptcy (Last Resort)



Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101

**Contact for Clients: 1-844-645-2500,
utilityhotline@palegalaid.net**

Low income clients who are unable to connect to utility service or are facing termination can call our Utility Hotline for free advice to help resolve their utility issue.

Contact for Advocates: pulp@palegalaid.net

Advocates can contact us with questions about how to assist a client to connect to, maintain, or prevent termination of their electric, gas, or water account.