

## Utility companies will be able to start terminating services on November 9<sup>th</sup> –

### Take these steps to prevent a shutoff!



Utility shutoffs will be permitted again in Pennsylvania starting **November 9, 2020** due to the end of the current moratorium. If you are in danger of a utility shutoff due to unpaid bills and your household's gross income is *at or below 300%* of the poverty limit, take the following steps right now to protect yourself!

1. Call your utility company. Make them aware that your income is below the 300% poverty limit and that you plan to apply for any program or subsidy you can to help deal with your utility debt.
  - a. If you are over-income for assistance programs or it is otherwise appropriate, also ask your utility company if you can set up a payment arrangement to repay the debt. Make sure you don't dispute any of your charges, and only agree to a repayment plan that you can truly afford.
2. Apply for your utility company's own low-income assistance programs right away!
  - a. PECO – Customer Assistance Program (CAP)
    - i. Also ask about and apply for PECO Hardship Funds if appropriate
  - b. PGW – Customer Responsibility Program (CRP)
3. Apply for LIHEAP (Low-Income Home Energy Assistance Program, a utility subsidy administered by Pennsylvania's Department of Human Services) *as soon as possible!*
  - a. LIHEAP opens up officially on November 2, 2020
    - i. If you received LIHEAP during the 2019-2020 season, you may have received a notice in the mail inviting you to apply for LIHEAP early – DO IT!
    - ii. If you did not receive LIHEAP last season, plan NOW to apply on Monday, November 2<sup>nd</sup>, and tell your utility company once that application is complete!
    - iii. The fastest way to apply for LIHEAP is on COMPASS at <https://www.compass.state.pa.us/>
4. After you apply for all the above forms of assistance with your utility company and the Department of Human Services, call your utility company AGAIN to confirm that you are protected from shutoff on November 9<sup>th</sup>!
  - a. If your utility company doesn't help you, but you think you should be protected, call the Pennsylvania Utility Commission's Bureau of Consumer Services at 1-800-692-7380.
  - b. If you are a low-income resident of Delaware County, seek additional help if needed from Legal Services of Southeastern Pennsylvania (LASP) – online intakes and hotline information can be found at [www.lasp.org](http://www.lasp.org)
  - c. Participants in The Foundation for Delaware County's Healthy Start and Nurse-Family Partnership Programs can ask to speak to an attorney within the programs' Medical-Legal Partnership. Talk to your case manager or nurse-home visitor for more info!