

TAKE CHARGE!



ENERGY RESOURCES

Need Help Staying Warm This Heating Season?

The Public Utility Commission requires utilities to have programs and protections that help low-income customers keep their utility service. These programs may help you to pay utility bills or lower the amount of electricity or natural gas you use.

The local electric or gas company may call them by different names, but each company has the following programs listed below. Here are some tips to help you stay warm, lower your heating bills, and tell you who to call when you need help.

Budget Billing: All residential customers may contact their electric or natural gas company to request budget billing at any time. This form of billing is based on the customers past 12 months of energy usage to arrive at a fixed "average" amount to bill each month. The utility company can adjust this average four times a year, higher or lower, depending on the customer's usage.

Customer Assistance Programs (CAP): This program is set up between the utility company and a low-income, payment troubled customer to pay utility bills that are based on household size and gross household income. CAP customers agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.

Customer Assistance Referral and Evaluation Program (CARES): The CARES program will help customers with special needs. Special needs customers are consumers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The program's goal is to provide support and direction to help customers pay their utility bill.

Low-Income Usage Reduction Program (LIURP): LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month. The utility company may provide free home weatherization. A utility company representative may come to your home to install energy saving features to help reduce your monthly bill.

Hardship Funds: Utility company hardship funds provide cash assistance to utility customers to help pay for their utility bills. Hardship funds provide assistance grants to customers who "fall through the cracks" of other financial assistance programs, or to those who still have a critical need for assistance after the other resources have been exhausted. The fund makes payments directly to companies on behalf of eligible customers. For further information contact your local utility company.

NOTE: You must meet certain income limits and be payment troubled to qualify for CAP, CARES, LIURP, LIHEAP and the hardship fund. Call your local utility company for more details and to see if you qualify.

Adams Electric: 1-888-232-6732
Met Ed: 1-800-545-7741
PPL: 1-800-342-5775
Columbia Gas: 1-888-460-4332

For more information call the Pennsylvania Public Utility Commission at 1-800-692-7380 or online at

www.puc.state.pa.us

Source: PA PUC

WHO CAN HELP?

Below is a listing of some of the local organizations that can provide assistance with applications for heating or have limited energy funding for heating purposes.

Pennsylvania Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP helps low income people pay their heating bills through energy assistance grants. Governor Rendell recently announced the LIHEAP program will receive energy an increase in funding of \$87 million. People need not have an unpaid bill to receive energy assistance. People can receive this money without being on welfare. **No lien is placed on the person's property if they receive this help.**

If a person is eligible for LIHEAP, a payment will be sent directly to the utility / fuel dealer, and the payment will be credited on the person's bill. In some cases a check may be mailed to the recipient.

Crisis Grants

Just announced by Governor Rendell, additional money of up to \$800 is available to individuals if they have an emergency situation and are in jeopardy of losing their heat. Emergency situations include:

- broken heating equipment or leaking lines that must be fixed or replaced
- lack of fuel
- termination of utility service
- danger of being without fuel or of having utility service terminated

Assistance with energy emergency situations is available 24 hours a day. For more information, contact the York County Assistance Office at (717) 771-1100.

How to Apply

The 2008-2009 LIHEAP season will open November 3, 2008. Applications are available by calling the York County Assistance Office at (717) 771-1100 or (800) 991-0929. To apply you will need the following:

- Names of all people in the household
- Dates of birth for all people in the household
- Social Security Numbers for all household members
- Proof of income for all members of the household
- A copy of a recent heating bill

LIHEAP applications printed from the Internet and submitted to the County Assistance Offices will be processed beginning on November 3, 2008.

2008-2009 LIHEAP Program Dates

Component	Opening Date	Closing Date
Cash	November 3, 2008	March 31, 2009
Crisis	November 3, 2008	March 21, 2009

The cash grant has also been increased, from \$100 to \$300. Both the Cash and Crisis components are tentatively scheduled to close the dates indicated above or when the funds are depleted, whichever occurs first. Apply as soon as possible.

This handout has been provided courtesy of the York County Human Services Department.



When You are Eligible

30 days after you apply for energy assistance, you will receive written notice explaining your eligibility and the amount of assistance you can expect to receive.

Questions About LIHEAP

If you have questions about LIHEAP you may call the York County Assistance Office at (717) 771-1100 or the toll-free LIHEAP hotline at 1-866-857-7095 (individuals with hearing impairments may call the TDD number at 1-800-451-5886).

Source: *Pennsylvania Department of Public Welfare*

Low-Income Home Energy Assistance Program

(LIHEAP): LIHEAP provides financial assistance to low-income households to pay energy bills. LIHEAP is a federal program administered by the Department of Public Welfare and consists of (3) components:

- **Cash Benefits:** Helps low-income customers pay their home energy bill.
- **Crisis:** Helps low-income customers meet home emergency situations and restore services if their service has been cut off.
- **Weatherization:** Helps qualified low-income customers lower their energy consumption through home improvements.

NOTE: Low-income customers who qualify for cash and crisis can receive both.

WHO ELSE CAN HELP?

Caring Company

First Presbyterian Church of York County
225 East Market Street
York, PA 17403
(717) 848-8869

www.fpcvork.org

provides assistance with applications for Dollar Energy, CAP (Columbia Gas) and PCAP (Met Ed).

Community Progress Council (CPC)

226 East College Avenue
York, PA 17403
(717) 846-4600

1-800-993-0929 (cash)
1-800-723-7037 (crisis)

CPC - Hanover

219 York Street
Hanover, PA 17331
(717) 632-9191

CPC - Red Land

308 Market Street
Lewisberry, PA 17339
(717) 938-4621

CPC - Mason Dixon

5 Pendyrus Street, Suite 2
Delta, PA 17314
(717) 456-5559

CPC - Red Lion

213 E. Lancaster Street
Red Lion, PA 17356
(717) 417-3354

LIHEAP applications completed for cash and crisis grants.

New Hope Ministries

North Second Street
Hillsburg, PA 17019
(717) 432-3053

New Hope Ministries

1836 Industrial Court
Dover, PA 17315
(717) 432-3053

(ONLY DOVER RESIDENTS)

Provides assistance with applications for Dollar Energy, CAP (Columbia Gas) and PCAP (Met Ed). Also assists with crisis applications for LIHEAP in their designated areas.

Red Lion Area Community Services, Inc.

20-A Gotham Place
Red Lion, PA 17356-9587
(717) 244-6934

Provides assistance in finding programs for utility assistance and on a very limited basis will provide emergency funds to individuals once a year.

Salvation Army

50 E. King Street
York, PA 17401
(717) 848-2364

Provides assistance with applications for Dollar Energy, CAP (Columbia Gas) and PCAP (Met Ed). Also have emergency funds available for crises.

Southern Community Services

44 South Main
Shrewsbury, PA 17361
(717) 227-0048

Provides assistance with applications for Dollar Energy, CAP (Columbia Gas) and PCAP (Met Ed). Also assists with crisis applications for LIHEAP in their designated area.

Southern York County Pantry

(717) 235-6370

Provides limited funds for fuel (gas or oil) bills

York Benevolent Association

301 Kings Mill Road
York, PA 17403
(717) 854-2494

Provides assistance to qualified needy persons in York County with utility bills (all heating sources)

ADDITIONAL RESOURCES

Home Weatherization Program

28 East Market Street 3rd Floor
York, PA 17401
(717) 771-9870

MidPenn Legal Services

256 E. Market Street
York, PA 17401
1-800-299-6599
Utility Shut-Offs

CPC-Rental Assistance Program (RAP)

100 W. Market St. Suite B-01
York, PA 17401

Provides cash grants to help with rent in emergency situations (homeless or eviction notice)

F.I.R.S.T. (Free Information and Referral System Tele line)

Provides referrals to organizations and community services available in York County.

***REMEMBER-Be a good neighbor and check on your elderly or disabled neighbors.**

