**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](http://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

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**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](http://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](http://www.irissoft.com/vwhp)

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**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](http://www.puc.state.pa.us)

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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

PPL Electric Utilities

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

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