

Guide to Meeting Basic Utility Needs  
in Southeastern Pennsylvania  
(Including Philadelphia, Montgomery, Delaware, Bucks and Chester Counties)  
2010 - 2011

Local and State Resources Available Now to Assist with Increasing  
Utility Costs and Related Expenses



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## I. Purpose

The purpose of this Assistance Guide is to connect Pennsylvania residents affected by the increasing cost of utilities with established programs throughout the state that have been designed to ease their financial burdens. The Guide lists information on many programs and agencies.

It begins with a description of the programs and services that are available throughout the state and continues with listings of local contact information and links to associated applications and income eligibility tables where applicable.

Many individuals and families in Pennsylvania are facing very difficult financial hardships due to our sluggish economy. If you are unable to pay your utility bills or are finding it increasingly difficult, reach out for help by exploring public assistance programs and call your utility company to find out about the services and payment options that they offer that might be of assistance to you.

You are encouraged to dial "2-1-1" Monday through Friday, from 9 AM to 5 PM if you need help in understanding and finding available assistance services. Language translation and TTY services are offered to any caller. 2-1-1 will help you to identify the best local resources to fit your individual needs during times of financial distress or for life's everyday concerns.

## II. UTILITY ASSISTANCE PROGRAMS

The following is a summation of the various energy assistance programs that are available to consumers in the State of Pennsylvania. Many of the programs listed below have income eligibility guidelines associated with them. These guidelines are based upon a figure known as the Poverty Level. Set by the federal government each year, this figure reflects an annual income that is considered to be at the poverty level based upon the number of members in a family and the cost of living at the time.

In many of the programs described below you will see references to the Federal Poverty Level as it relates to each program's income eligibility guidelines. There has been no significant change in the Federal Poverty Level this year when compared with last year.

The table that follows reflects the current Federal Poverty Level set for various family sizes and includes figures for the various income eligibility guidelines set for each program. Income figures are reflective of annual gross incomes.

2010/2011 Federal Poverty Table with Associated Percentages for Program Eligibility This Table Reflects Annual Gross Incomes					
Household Size	Federal Poverty Level	175% of Poverty Level	200% of Poverty Level	225% of Poverty Level	400% of Poverty Level
1	\$ 10,830.00	\$ 18,952.50	\$ 21,660.00	\$ 24,367.50	\$ 43,320.00
2	\$ 14,570.00	\$ 25,497.50	\$ 29,140.00	\$ 32,782.50	\$ 58,280.00
3	\$ 18,310.00	\$ 32,042.50	\$ 36,620.00	\$ 41,197.50	\$ 73,240.00
4	\$ 22,050.00	\$ 38,587.50	\$ 44,160.00	\$ 49,612.50	\$ 88,200.00
5	\$ 25,790.00	\$ 45,132.50	\$ 51,580.00	\$ 58,027.50	\$ 103,160.00
6	\$ 29,530.00	\$ 51,677.50	\$ 59,060.00	\$ 66,442.50	\$ 118,120.00
7	\$ 33,270.00	\$ 58,222.50	\$ 66,540.00	\$ 74,857.50	\$ 133,080.00
8	\$ 37,010.00	\$ 64,767.50	\$ 74,020.00	\$ 83,272.50	\$ 148,040.00
Each add'l. family member, add:	\$ 3,740.00	\$ 6,545.00	\$ 7,480.00	\$ 8,415.00	\$ 14,960.00

(Source: <http://aspe.hhs.gov/poverty/10poverty.shtml>)

### LIHEAP The Low Income Home Energy Assistance Program

Applications for LIHEAP are available now and through March 31, 2011. This time period may be shortened or extended by the Department of Public Welfare depending upon the availability of federal funds.

LIHEAP is the federal program that provides financial assistance to needy households for home energy bills. In Pennsylvania, the Department of Public Welfare (DPW) administers the LIHEAP program. The LIHEAP program provides both cash and crisis benefits to low-income households. Cash benefits help low-income customers pay for their home energy needs while crisis payments help meet emergency home energy situations.

Who is Eligible For LIHEAP	
Household Size	Income Limit
1	\$ 17,328
2	\$ 23,312
3	\$ 29,296
4	\$ 35,280
5	\$ 41,264
6	\$ 47,248
7	\$ 53,232
8	\$ 59,216
9	\$ 65,200
10	\$ 71,184
Each Additional Person Add	\$ 5,984
Source: <a href="http://www.liheap.ncat.org/profiles/Penn.htm#utility">http://www.liheap.ncat.org/profiles/Penn.htm#utility</a>	

**You need not have an unpaid bill to receive assistance.** You can receive this money without being in the Cash Assistance program -- a family of four with an annual income of up to \$35,280 can qualify for assistance. No lien is placed on your property if you receive this help. Your household income must be within certain limits to qualify. These limits are listed here.

The 2010-2011 Low-Income Home Energy Assistance Program season opened on November 1, 2010. The Department of Public Welfare may extend or shorten the program depending upon availability of federal funds.

After your application is reviewed, you will receive a written notice explaining your eligibility and the amount of assistance you will receive. Payments are generally sent directly to a utility company or fuel dealer and are credited to your account. Please allow 30 days for a response.

### How to Apply:

Beginning November 1, 2010, the fastest way to apply and to check to see if a decision has been made about your application is by applying through [COMPASS](#), the online resource for [cash assistance](#), [Supplemental Nutrition Assistance Program \(SNAP\)](#) benefits, help with child care, health care coverage, home heating assistance (LIHEAP), school meals, SelectPlan for Women and long-term living services.

### County Assistance Offices

Residents of Pennsylvania can get more information or seek assistance from a range of services for themselves and their families from professionally trained staff members at County Assistance Offices. Look below for the county where you live to find a County Assistance Office near you. You may also contact the LIHEAP hotline at **1-866-857-7095**, Monday through Friday (individuals with hearing impairments may call the TDD number at 1-800-451-5886) for more information.

COUNTY	COUNTY ASSISTANCE OFFICE LOCATION	CONTACT INFORMATION
Bucks County	Bucks County Assistance Office 1214 New Rodgers Road Bristol, PA 19007-2593	Phone: 215-781-3300 Toll Free: 1-800-362-1291 LIHEAP 215-781-3393 or 1-800-616-6481 FAX: 215-781-3438
Chester County	Chester County Assistance Office 100 James Buchanan Drive Thorndale, PA 19372-1132	Toll Free: 1-888-814-4698 Phone: 610-466-1000 LIHEAP 610-466-1042 FAX: 610-466-1130

COUNTY	COUNTY ASSISTANCE OFFICE LOCATION	CONTACT INFORMATION
Delaware County	Delaware County Assistance Office Headquarters (also serves Crosby District) 701 Crosby Street, Suite A Chester, PA 19013-6099	Phone: 610-447-5500 LIHEAP 610-447-3099 FAX: 610-447-5399
	<u>Crosby District</u>	Phone: 610-447-5300 LIHEAP: 610-447-3099 FAX: 610-447-5399
	<u>Darby District</u> 845 Main Street Darby, PA 19023	Phone: 610-461-3800 FAX: 610-461-3900
Montgomery County	Montgomery County Assistance Office <u>Norristown District</u> 1931 New Hope Street Norristown, PA 19401-3191	Toll Free: 1-877-398-5571 Phone: 610-270-3500 LIHEAP: 610-272-1752 FAX: 610-270-1678
	<u>Pottstown District</u> 24 Robinson Street Pottstown, PA 19464-5584	Toll Free: 1-800-641-3940 Phone: 610-327-4280 LIHEAP 610-272-1752 FAX: 610-327-4350
Philadelphia County	Philadelphia County Assistance Office Headquarters 801 Market Street Philadelphia, PA 19107	Phone: 215-560-3283 LIHEAP: 215-560-1583 FAX: 215-560-3214
	Low Income Home Energy Assistance Program 1348 W. Sedgley Ave. Philadelphia, PA 19132-2498	LIHEAP Phone: 215-560-1583 LIHEAP Fax: 215-560-2260
	<u>Boulevard District</u> 4109 Frankford Avenue Philadelphia, PA 19124-4508	Phone: 215-560-6500 FAX: 215-560-2087
	<u>Cheltenham District</u> 301 East Cheltenham Avenue 3rd Floor Philadelphia, PA 19144-5751	Phone: 215-560-5200 FAX: 215-560-5251
	<u>Delancey District</u> 5740 Market Street 2nd Floor Philadelphia, PA 19139-3204	Phone: 215-560-3700 FAX: 215-560-2055
	<u>Elmwood District</u> 5740 Market Street 1st Floor Philadelphia, PA 19139-3204	Phone: 215-560-3800 FAX: 215-560-2065

COUNTY	COUNTY ASSISTANCE OFFICE LOCATION	CONTACT INFORMATION
Philadelphia County	<u>Federal District</u> 1334 Bainbridge Street Philadelphia, PA 19147-1810	Phone: 215-560-4400 FAX: 215-560-2066
	<u>Glendale District</u> 5201 Old York Road Philadelphia, PA 19141-9943	Phone: 215-560-4600 FAX: 215-560-2248
	<u>Liberty District</u> 219 East Lehigh Avenue Philadelphia, PA 19125-1099	Phone: 215-560-4000 FAX: 215-560-4065
	<u>Long Term and Independent Services District</u> 5070 Parkside Avenue Philadelphia, PA 19131	Phone: 215-560-5500 FAX: 215-560-3469
	<u>Ridge/Tioga District</u> 1350 West Sedgley Avenue Philadelphia, PA 19132-2498	Phone: 215-560-4900 FAX: 215-560-4938
	<u>Snyder District</u> 990 Buttonwood Street, 5th Floor Philadelphia, PA 19123-3818	Phone: 215-560-4300 FAX: 215-560-4321
	<u>Somerset District</u> 2701 N. Broad Street 2nd Floor Philadelphia, PA 19132-2743	Phone: 215-560-5400 FAX: 215-560-5403
	<u>Unity District</u> 4111 Frankford Avenue Philadelphia, PA 19124-4508	Phone: 215-560-6400 FAX: 215-560-2067
<u>West District</u> 5070 Parkside Avenue Philadelphia, PA 19131-4747	Phone: 215-560-6100 FAX: 215-560-2053	

### LIHEAP Application Form

For more information on LIHEAP, visit the Department of Public Welfare's website at

<http://www.dpw.state.pa.us/foradults/heatingassistanceliheap/index.htm>.

[LIHEAP Application – English](#) (PDF download)

[LIHEAP Application- Español](#)(PDF download)

### LIHEAP Benefits Table

LIHEAP benefits are calculated on income, household size, the fuel type and the heating region where you live. The Pennsylvania Department of Public Welfare has set up an online Benefits Table that will enable you to easily see the benefits that are available to you based upon your individual situation. When using this tool you will be prompted to select the county where you live and the type of fuel you use to heat your home

or a type you use for additional heat. You must include all people who live in your home or apartment and their income as well. Access the LIHEAP Benefits Table [here](http://www.dpw.state.pa.us/forfamilies/liheap/liheapbenefitamounttable/index.htm).  
[<http://www.dpw.state.pa.us/forfamilies/liheap/liheapbenefitamounttable/index.htm>]

## **PA ENERGY CONSERVATION AND WEATHERIZATION ASSISTANCE PROGRAM**

Pennsylvania's Weatherization Assistance Program increases energy efficiency in homes by reducing energy costs and increasing comfort while safeguarding health and safety. Eligible applicants include low-income individuals, with priority given to higher risk residents such as the elderly, disabled individuals, families with children and high energy users.

The Program is administered through the Department of Community and Economic Development's Office of Energy Conservation and Weatherization. Services are available through a variety of agencies.

### **Program Services**

On site energy audits are conducted to assess conditions in homes and to identify the most cost-effective energy saving measures to be installed. Weatherization services include but are not limited to:

- Blower door guided air sealing to effectively locate and reduce air-leakage throughout the home.
- Installation of attic, wall, basement and crawlspace insulation and ventilation to reduce energy loss.
- Heating system modification or replacement to increase the efficiency and/or safety of the heating system.
- Minor repairs, and/or health and safety measures are provided (when necessary) to allow the safe and effective installation of the weatherization measures.
- Client education on the proper use and maintenance of the installed weatherization measures and ways to reduce energy waste everyday.

### **Crisis Activities**

Emergency heating services are provided as part of the Low Income Home Energy Assistance Program (LIHEAP) and are designed to provide emergency heating system repairs or replacements. The Weatherization network provides Crisis services to eligible households who otherwise would have no safe means of heat throughout the winter. Local County Assistance offices (see list provided earlier in this Guide) also offer assistance in home heating crisis situations and are available 24 hours a day in most counties.

A number of agencies also take part in programs funded by regulated gas and electric utilities. Eligibility for services under these programs is determined by the utility itself. When possible, local agencies coordinate services between the State and utility-funded programs, which can result in a greater client benefit.

### **Eligibility**

The Weatherization Assistance Program is open to those whose income is 200% percent of the federal poverty guidelines.

Family Size	1	2	3	4	5	6	7	8
Income	\$21,660	\$29,140	\$36,620	\$44,100	\$51,580	\$59,060	\$66,540	\$74,020
<i>For each additional family member add \$7,480</i>								

For additional information regarding the Pennsylvania Weatherization Assistance Program, please contact your local Weatherization provider.

Weatherization Assistance County Offices		
County	Office Location	Contact Information
Bucks	BUCKS COUNTY WEATHERIZATION OFFICE Bucks Professional Center 347 New Street, Room 108 Quakertown, PA 18951	(215)529-1663/Fax: (215) 536-6106
	BUCKS CO. OPPORTUNITY COUNCIL, INC . (Main Office) 100 Doyle Street Doylestown, PA 18901 Roger Collins, Executive Director	(215)345-8175 Toll-free:1-866-375-3280 FAX: (215) 345-8573
Chester	HDC3 439 East King Street Lancaster, PA 17602	Toll Free: 1-800-732-3554 Phone: 717-509-8034 FAX: 717-291-0987
Delaware	COMMUNITY ACTION AGENCY OF DELAWARE COUNTY 94 Jansen Avenue Essington, PA 19029	(610) 521-8770 Fax: (610) 521-8928
Montgomery	MONTGOMERY COUNTY COMMUNITY ACTION DEVELOPMENT COMMISSION (CADCOM) 113 East Main Street Norristown, PA 19401	(610) 277-6363 Fax: (610) 277-7399
Philadelphia	PHILADELPHIA HOUSING DEVELOPMENT CORPORATION 1234 Market Street, 17 <sup>th</sup> Floor Philadelphia, PA 19107	(215) 448-2160 Wx. Ofc. (closed Fridays) Fax: (215) 448-2123
	ENERGY COORDINATING AGENCY 1924 Arch Street Philadelphia, PA 19103	(215) 988-0929 Fax: (215)988-0919

Source: <http://www.paweatherization.org/>

### III. Assistance Programs Sponsored by Individual Utility Companies

Pennsylvania offers utility assistance to help low-income utility customers. Program names may vary for each utility company. Below is a description of the different programs offered in the state. **To determine what is available to you, call the Utility Assistance Programs number that is associated with your utility company.** (See Table below.)

You may be eligible for other energy assistance programs for low income households in addition to the LIHEAP program. Following is a brief description of these programs.

#### Budget Billing

All residential customers may contact their electric or natural gas company and request budget billing at any time. Each monthly bill will be the same amount. The company may adjust the bill four times a year, up or down, depending on the customer's usage.

#### Customer Assistance Program (CAP)

CAPs can lower your monthly utility bill. CAPs may also remove the amount you already owe. The different CAP names are shown beside the company names below. The company works with the customer to determine what the customer can pay versus the cost of energy used.

#### Customer Assistance Referral and Evaluation Program (CARES)

The CARES program helps customers with special needs. CARES may help you find ways to pay your utility bill. The term "special needs" is used to reflect the temporary needs of customers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The goal is to provide support and direction to help customers pay their utility bills.

#### Low-Income Usage Reduction Program (LIURP)

LIURP helps low-income residential customers lower the amount of electricity or natural gas used each month. Typically, the company may install energy saving features in your home to help reduce bills.

#### Hardship Funds

Utility company hardship funds provide cash assistance to utility customers to help them pay 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 funds make payments directly to companies on behalf of eligible customers.

#### Assistance Qualifications

Customers must meet certain income limits and be payment-troubled to qualify for **CAP, CARES, LIURP and Hardship Funds**. Payment-troubled usually means customers have made a payment agreement with the company. The chart to the right shows the income levels customers must meet for CAP. If you meet these limits, call your local electric or natural gas company for details to see if you qualify. Each company's toll-free number is listed below.

Household Size	Monthly Income
1 person	\$ 1,354
2 persons	\$ 1,821
3 persons	\$ 2,289
4 persons	\$ 2,756
5 persons	\$ 3,224
6 persons	\$ 3,691
7 persons	\$ 4,159
8 persons	\$ 4,626
9 persons	\$ 5,094
Source: <a href="http://www.liheap.ncat.org/profiles/Penn.htm#utility">http://www.liheap.ncat.org/profiles/Penn.htm#utility</a>	

## Companies, Contacts and Programs Offered

Company and Contact	Program	Program Description
Allegheny Power 1-800-207-1250 TDD 1-800-955-9445	CAP	Reduced monthly payment based on a percentage of the household's income. If customer is faithful to the plan, arrearages are reduced. Waived late payment charges. Eligibility: 150%, or below, federal poverty guidelines.
	LIURP	Emphasis on baseload electric measures; lighting; heating system, water heater, and refrigerator replacement.
Columbia Gas of Pennsylvania 1-800-537-7431 <a href="https://www.directlinkservices.com/nisource/portal/pa/">https://www.directlinkservices.com/nisource/portal/pa/</a>	CAP	Affordable payment plans for customers with low incomes and long-term bill payment problems. Eligibility: 150%, or below, federal poverty guidelines.
	Warm Choice	A free weatherization program that first identifies an energy picture of your home and then takes action to seal up areas where heat escapes. This free program is designed for customers with low incomes and high gas usage.
	Emergency Repair Fund	Offers financial assistance for the repair or replacement of natural gas furnaces, water heaters, service & house lines and space heaters serving as the primary heat source for a residential dwelling. This program is designed to address emergency situations that involve unsafe service conditions for residential heat customers with low incomes, who own and are living in their home.
Duquesne Light 1-888-393-7600	CAP	Payment reduction based on percentage of household income and arrearage forgiveness. <a href="http://www.duquesnelight.com/CustomerServices/bills&amp;payments/">www.duquesnelight.com/CustomerServices/bills&amp;payments/</a>
	Smart Comfort	Energy audit, free weatherization measures, energy education and services and measures to reduce your electric use and lower your monthly bill. <a href="http://www.duquesnelight.com/CustomerServices/bills&amp;payments/">www.duquesnelight.com/CustomerServices/bills&amp;payments/</a>
Equitable Gas of Pennsylvania	CAP	This affordable monthly payment program permits qualified customers to pay a portion of their household income for gas service. Equitable also provides information on conservation techniques. Call 1-877-577-8735 for more information. <a href="http://www.equitablegas.com/payment/specialProgs/EAP.aspx?f=res">www.equitablegas.com/payment/specialProgs/EAP.aspx?f=res</a>

Company and Contact	Program	Program Description
	LIURP	Installation of various energy conservation measures including: attic insulation, sidewall insulation, heating equipment repair, air sealing, etc. Eligibility: EAP income guidelines, higher than average gas usage and a balance exceeding \$750. Customers may own or rent their home; however, if renting, the landlord must provide written approval. 412-395-3254 <a href="http://www.equitablegas.com/payment/specialProgs/LIURP.aspx?f=res">www.equitablegas.com/payment/specialProgs/LIURP.aspx?f=res</a>
Met-Ed	CAP	CAP offers a reduced bill that is based on a percentage of income, and debt forgiveness. Eligibility: at or below 150% federal poverty guidelines. 1-800-545-7741
	WARM Program	Met-Ed partners with community-based organizations and energy conservation contractors who perform energy-saving home improvements and energy education for customers. Eligibility: electric heat or electric water heat, or an average electric bill of about \$55 a month. 1-800-207-9276
National Fuel Gas 1-800-365-3234 or 814-871-8200	Low Income Residential Assistance Program (LIRAP)	Reduced billing based on a percentage of the household's income and arrearage forgiveness.
	Elderly, Blind or Disabled Payment Troubled Residential Assistance	This program is designed to assist payment-troubled customers who are at least 62 years of age, blind or disabled. Program features include a lower monthly gas rate, debt forgiveness, emergency heating equipment repair or replacement, and conservation measures depending upon individual circumstances. <a href="http://www.natfuel.com/forhome/special_services.htm">www.natfuel.com/forhome/special_services.htm</a>
	Waiver of late payment charges.	
	LIURP	Full weatherization conservation treatments and heating system and water heater replacement.
	Heating/Water Heating Repair or Replacement	Repair or replacement of faulty, hazardous or non-operational primary heating/water heating equipment. Renters are not eligible. Clients are referred by human service organizations.
PECO 1-800-774-7040 <a href="http://www.peco.com/pecores/assistance_prgs/">http://www.peco.com/pecores/assistance_prgs/</a>	CAP Rate	A discounted residential tariff rate for low-income customers within the PECO service territory. There are four discounted rates available to electric and gas customers. The percentage of discount is based on the gross household income of the customer.

Company and Contact	Program	Program Description
	LIURP	Through the program, weatherization measures are installed in your home and you receive conservation education. The program is free of charge. 1-800-675-0222.
Penelec	CAP	Reduced monthly payment and arrearage forgiveness. Eligibility: at or below 150% of federal poverty guidelines. 1-800-545-7741
	Warm Program	Penelec partners with community-based organizations and energy conservation contractors who perform energy-saving home improvements and energy education for customers. Eligibility: electric heat or electric water heat, or an average electric bill of about \$55 a month. 1-800-207-9276
Penn Power 1-800-720-3600	CAP	Participating CAP customers are placed on a payment plan that requires a regular monthly payment based on a discounted rate.
	WARM Program	Free home energy education and weatherization assistance to help eligible low-income customers.
Pennsylvania Power & Light (PPL)	OnTrack	A special payment plan that offers reduced monthly payments, protection from shutoffs and debt forgiveness. Administered by local agencies. 1-800-342-5775 <a href="http://www.pplelectric.com/Residential+Customers/">www.pplelectric.com/Residential+Customers/</a>
	WRAP	Customers may qualify for energy education, energy-efficient appliances and home weatherization services such as insulation and caulking. WRAP is administered by local agencies. 1-888-232-6302 <a href="http://www.pplelectric.com/Residential+Customers/">www.pplelectric.com/Residential+Customers/</a>
Philadelphia Gas Works 215-684-6100 <a href="http://www.pgworks.com/index.asp?NID=103">www.pgworks.com/index.asp?NID=103</a>	Customer Responsibility Program	Reduced monthly billing for qualifying customers. Apply by mail or at a PGW Customer Service center year-round. 215-684-6100
	Conservation Works	Services may include: diagnostic audit, energy education, energy-related home repair, thermostat with automatic clock, blower door guided shell tightening, water-heater wrap and pipe insulation, furnace filters or radiator reflectors, hot water conservation devices (if hot water heater is gas-fueled) and roof insulation. Must be enrolled in the Customer Responsibility Program.
TW Phillips Gas & Oil Co. 1-800-222-5101	Energy Help Fund	The program includes benefits such as rate discounts and opportunities to reduce past due balances as timely monthly payments are made. To be eligible, household income must be at or below 150% of the Federal Poverty Level.

Company and Contact	Program	Program Description
UGI Central Penn Gas (formerly PPL Gas)	Customer Assistance Program	A special discounted rate program for low-income households (those at or below 150 percent of the federal poverty level) that use natural gas heat, have overdue balances and are unable to pay. Customers who qualify for CAP will benefit from a rate reduction based on ability to pay, forgiveness of their overdue balance over a specified period of time and referrals to other community programs and services. 1-800-652-0550 <a href="http://www.ugi.com/cpg/account/assistance/cap.html">www.ugi.com/cpg/account/assistance/cap.html</a>
UGI Penn Natural Gas 1-800-490-8605 <a href="http://www.ugi.com/png/account/assistance/index.html">www.ugi.com/png/account/assistance/index.html</a>	Partners Program	Affordable payments for low-income customers based on percentage of income, and arrearage forgiveness.
	LIURP	A weatherization program, which provides energy-saving measures in the home that are designed to limit heat loss and help lower heating bills.
UGI Utilities Inc. - Electric Division 1-800-844-9276	Low Income Self Help Program (LISHP)	Monthly payment will be based on a household's income rather than gas usage. When LISHP bills are paid on or before the due date the difference between the amount billed and the actual amount used will be forgiven. Past due balance may be forgiven. <a href="http://www.ugi.com/electric/account/assistance/lishp.html">www.ugi.com/electric/account/assistance/lishp.html</a>
	LIURP	Offers free energy conservation measures to high usage, low-income households to help make energy bills more affordable. Possible energy saving measures can include ceiling insulation, floor, duct and hot water pipe insulation, caulking and weather-stripping, gas heater repairs and water flow restrictors. You must be a residential UGI customer at the same address for at least 12 months before you can qualify for these services. <a href="http://www.ugi.com/electric/account/assistance/liurp.html">www.ugi.com/electric/account/assistance/liurp.html</a>
UGI Utilities Inc. - Gas Division 1-800-844-9276	Low Income Self Help Program (LISHP)	Monthly payment will be based on a household's income rather than gas usage. When LISHP bills are paid on or before the due date the difference between the amount billed and the actual amount used will be forgiven. <a href="http://www.ugi.com/gas/account/assistance/lishp.html">www.ugi.com/gas/account/assistance/lishp.html</a>

Company and Contact	Program	Program Description
	LIURP	<p>Offers free energy conservation measures to high usage, low-income households to help make energy bills more affordable. Possible energy saving measures can include ceiling insulation, floor, duct and hot water pipe insulation, caulking and weather-stripping, gas heater repairs and water flow restrictors. You must be a residential UGI customer at the same address for at least 12 months before you can qualify for these services.</p> <p><a href="http://www.ugi.com/gas/account/assistance/liurp.html">www.ugi.com/gas/account/assistance/liurp.html</a></p>
<p>Source: <a href="http://www.liheap.ncat.org/profiles/Penn.htm#utility">http://www.liheap.ncat.org/profiles/Penn.htm#utility</a></p>		

#### IV. Emergency Charitable Assistance Programs

*The following charitable funds are intended to be programs of last resort with limited resources and variable times of operation.*

##### The Dollar Energy Fund's Hardship Program

This program assists eligible utility customers with their gas, electric and water bills. Eligible customers receive a one-time grant applied directly to their utility bill. The program is offered through the Dollar Energy Fund, a 501 (c) (3), not-for-profit organization headquartered in the state of Pennsylvania in cooperation with participating utility companies. It was founded in 1983 by a coalition of concerned community and business leaders to address the utility payment crisis faced by low-income households in Pennsylvania.

##### Participating Utility Companies

###### Gas

Columbia Gas  
Equitable Gas  
Peoples Natural Gas  
T.W. Phillips Gas & Oil Co.  
Valley Energy

###### Electric

Allegheny Power  
Citizens Electric  
Duquesne Light  
Met-Ed  
Penelec  
Penn Power  
Wellsboro Electric

###### Water

Pennsylvania American  
Water

Maximum Grant: \$500 in a one year period (10.1.10-9.30.11)

##### How to Apply

You must meet all guidelines to be eligible to receive a grant. Click [here](http://www.dollarenergy.org/need-help/10-11HardshipProgramGuidelinesBrochure.pdf) to review the eligibility guidelines.  
<http://www.dollarenergy.org/need-help/10-11HardshipProgramGuidelinesBrochure.pdf>

##### Step 1

Call your utility company to learn more about the programs available and which ones you qualify for.

Utility Company	Referral Number
Allegheny Power	1-800-207-1250
Columbia Gas	1-800-537-7431
Dominion Peoples	1-800-400-9276
Duquesne Light	1-888-393-7600
Equitable Gas –	Allegheny County 412-395-3050
Equitable Gas –	Outside Allegheny County 1-800-654-6335
First Energy –	Met-Ed 1-800-962-4848
First Energy –	Penelec 1-800-962-4848
NFG –	National Fuel Gas Company 1-800-365-3234
PECO	1-800-774-7040
Penn Power	1-800-720-3600
PG Energy	1-800-490-8605
PGW –	Philadelphia Gas Works 1-215-235-1000
PPL Gas	1-800-652-0550
TW Phillips Gas & Oil	1-866-276-4055
UGI Electric	1-800-340-5394

UGI Gas	1-800-340-5394
Valley Energy (CT Enterprise)	1-570-265-6415

Your utility company will screen you for eligibility and refer you to a Community Based Organization (CBO) in your area that will assist you with the application process. Your utility company will also be able to tell you about other programs that may be available to help you.

Step 2

Make an appointment with the CBO you were referred to. Hours vary for each organization. Click [here](http://www.dollarenergy.org/need-help/AgencyFinder.aspx?state=PA) [<http://www.dollarenergy.org/need-help/AgencyFinder.aspx?state=PA>] to use an Agency Finder to locate all CBOs in your area.

Step 3

**Bring all necessary information to your appointment at the CBO. You will need:**

- Names of everyone in your household
- Birthdates of everyone in your household
- Social Security Numbers for everyone in your household.
- Proof of income of everyone in your household
- A copy of your most recent utility bill
- Your utility account number
- Proof of all payments made in the last 90 days

Step 4

Complete the application with the CBO intake worker. Once the application is complete, the CBO will submit the application to Dollar Energy Fund.

Step 5

You will receive written notification by mail of your grant decision within four to six weeks. If you are awarded a grant, the money will be applied directly to your utility account.

Step 6

Continue to make regular utility payments. A Dollar Energy Fund grant is not a substitute for your regular monthly payment.

To access their brochure and learn more go to <http://www.dollarenergy.org/need-help/10-11HardshipProgramGuidelinesBrochure.pdf>

**Philadelphia Utility Emergency Services Fund**

The Philadelphia Utility Emergency Services Fund (UESF) is a 501(c)(3) non-profit organization assisting low-income Philadelphia families with emergency utility assistance since 1983. UESF's mission is to empower families and individuals in crisis to be safe and secure through the provision of services designed to address their immediate crisis and to address the root causes of their crisis. Services include provision of financial assistance so families and individuals can avoid utility termination or get utility service restored; provision of technical assistance; formation of partnerships; advocacy activities; and other energy related services.

## Eligibility Guidelines

UESF will assist with a gas, water or electric bill in shut off status or already terminated. All grants must be applied to utility account and reach a zero balance. If the bill is in excess of the grant, the applicant is responsible for the balance.

- Applicant must be a Philadelphia resident.
- Must have notice of termination or be off service for PECO, PGW or PWD
- Applicant must not have received a UESF grant in the past two years.
- Applicant must have applied for LIHEAP Cash and Crisis assistance programs when available.
- Yearly income may not exceed 175% of Federal Poverty Guidelines (see chart in section 1 of this Guide)

## Intake Sites

Intake counselors are available to assist in completing the UESF application process and assist with other available services.

### Bridesburg

New Kensington CDC  
2515 Frankford Avenue  
Philadelphia, PA 19125  
215-427-0350  
[www.nkcdc.org](http://www.nkcdc.org)

### Center City

Philadelphia Water Revenue  
Bureau  
1401 J.F. Kennedy Blvd.  
Philadelphia, PA 19102  
215-686-6880

### Germantown

Germantown Avenue Crisis  
Ministry  
35 West Cheltenham Avenue  
Philadelphia, PA 19144  
215-843-2340  
[www.chestnuthillpres.org/gacm.html](http://www.chestnuthillpres.org/gacm.html)

Nicotown CDC  
4300 Germantown Avenue  
Philadelphia, PA 19140  
215-329-1824

6812 Ogontz Avenue  
Philadelphia, PA 19138  
215-924-4814  
[www.nicotowncdc.org](http://www.nicotowncdc.org)

### Northeast

Frankford Group Ministry  
1511 Orthodox Street, 1st Floor  
Philadelphia, PA 19124  
215-992-5505  
[www.frankfordgroupministry.org](http://www.frankfordgroupministry.org)

### North Philadelphia

Greater Philadelphia Asian  
Social Services Center  
4943 N. 5th Street  
Philadelphia, PA 19120  
215-456-0308  
[www.gpasspa.org](http://www.gpasspa.org)

Friends Neighborhood Guild  
701 North 8th Street  
Philadelphia, PA 19123  
215-923-1544  
[www.friendsneighborhoodguild.org](http://www.friendsneighborhoodguild.org)

Hunting Park NAC  
3760 North Delhi Street  
Philadelphia, PA 19140

215-225-5560

Southwest Philadelphia  
Southwest CDC  
6328 Paschall Avenue  
Philadelphia, PA 19142  
215-729-0800  
[www.southwestcdc.org](http://www.southwestcdc.org)

**South Philadelphia**

Diversified Community Services  
1920 S. 20th Street  
Philadelphia, PA 19145  
215-336-3511  
[www.dcsphila.org](http://www.dcsphila.org)

United Communities  
2029 South 8th Street  
Philadelphia, PA 19148  
215-467-8700  
[www.ucsep.org](http://www.ucsep.org)

**West Philadelphia**

Carroll Park Community Council,  
Inc  
5218 Master Street  
Philadelphia, PA 19131  
215-877-1157

Strawberry Mansion MAC  
2829 West Diamond Street  
Philadelphia, PA 19121  
215-235-7505

We Never Say Never  
4427 Lancaster Avenue  
Philadelphia, PA 19104  
215-452-0440

Intercultural Family Services Inc  
4225 Chestnut Street  
Philadelphia, PA 19104  
215-386-1298  
[www.ifcinc.org](http://www.ifcinc.org)

If you live in Philadelphia, visit the Utility Emergency Services Fund (UESF) at [www.uesfacts.org](http://www.uesfacts.org) or call their main office at (215) 972-5170 or one of their local intake offices (noted above) for information on this grant program that may help you pay your utility bill.

**Matching Energy Assistance Fund (MEAF) from PECO**

MEAF is an energy assistance program that enables PECO Energy to assist low-income, residential customers in its service territory with bill payment. MEAF is a customer pledge program in which PECO matches customer contributions. For more information call 1-800-774-7040 or visit their [website](#).  
[http://www.peco.com/pecores/assistance\\_prgs/](http://www.peco.com/pecores/assistance_prgs/)

**Operation Help from PPL**

Funds may be used to pay any type of home heating bill (electric, natural gas, oil or coal). Funding comes from PPL, its customers, its employees and retirees. A network of 16 community groups and social service agencies across eastern and central Pennsylvania administers the program, interviews applicants and distributes funds. For more information call 1-800-342-5775.

**Reach Hardship Fund from Pennsylvania Power Company**

The fund is supported by employee and customer contributions that are matched with corporate funds. Payments are made directly to energy vendors of low-income customers to help with energy bills. The funds are administered by the Salvation Army. For more information call 1-800-720-3600.

**Project Outreach from UGI Penn Natural Gas**

This program is available to families whose income falls below 200% of the Federal Poverty Level. Eligible customers may access the fund one time a year and receive up to \$200. Payments are applied directly to the customers' gas bills. For more information call 1-800-844-9276.

**Operation Share from UGI Utilities, Inc. Electric Division**

This program helps customers who have trouble paying their winter heating bills due to problems such as low or fixed income, unemployment, disability, sudden death or serious injury/illness of the household's main income provider. Eligible families must earn less than 200% of the Federal Poverty Level. For more information call 1-800-844-9276 or visit their [Website](#).  
<http://www.ugi.com/electric/account/assistance/sharefuelfund.html>

**Operation Share from UGI Utilities, Inc. Gas Division**

UGI employee and company donations are distributed to payment-troubled customers to reduce bill arrearage or for emergency fuel and/or heating repair or replacement. Community based organizations throughout UGI's service territory administer the funds. For more information call 1-800-844-9276 or visit their [Website](#). [www.ugi.com/gas/account/assistance/sharefuelfund.html](http://www.ugi.com/gas/account/assistance/sharefuelfund.html)

### **Project Helping Hand from Adams Electric Cooperative**

Customer donations help less fortunate co-op members who are unable to pay their electric bills. Assistance is provided in cooperation with local agencies. For more information call 1-888-232-6732 or visit their [Website](http://www.adamsec.com/projecthelpinghand.aspx). [http://www.adamsec.com/projecthelpinghand.aspx]

### **Operation Round-Up from Claverack Electric Cooperative**

Member donations help low-income and in-need families in Claverack service territory. There are strict guidelines for qualification for benefits through the Operation Round-Up program. Applicants must show a persistent effort to keep their bills paid. Help is limited to a maximum of \$250 (all at once or in parts) during a three year period. Contact the fund administrator, your county's Energy Assistance Office for application. For more information call 1-800-326-9799 or 570-265-2167; e-mail the company at [MemberServices@Claverack.com](mailto:MemberServices@Claverack.com) or visit their [Website](http://www.claverack.com/claverack/Forms/FmOperationRoundUp.asp). [http://www.claverack.com/claverack/Forms/FmOperationRoundUp.asp]

### **Assistance for Senior Citizens in Montgomery County**

An emergency fuel fund for eligible seniors and people with a disability offers one-time payments when all other programs cannot resolve an emergency. The Montgomery County Office of Aging and Adult Services (AAS) will begin taking calls about the program and screening applicants after November 3. Those applying to the program should call the AAS office at 610-278-3601.

### **Family In Need Fund from New Enterprise REC**

Member donations provide assistance to families in need. The Center for Community Action determines eligibility for these funds. For more information call 814-766-3221 ext. 224 or visit their [Website](http://www.newenterpriserec.com/familyinneed.aspx). [http://www.newenterpriserec.com/familyinneed.aspx]

### **Members Sharing With Members Fund from REA Energy Cooperative**

Member donations provide assistance to cooperative members who may be faced with an unexpected loss of income due to illness, family emergency, or other situation which may limit their ability to pay their electric bills. To qualify for assistance, members are required to fill out an application and must have made on-time payments the prior three consecutive months to applying. For more information call 724-349-4800 or 1-800-211-5667 or visit their [Website](http://www.reaenergy.com/operation_round_up.htm). [http://www.reaenergy.com/operation\_round\_up.htm]

### **Spring City (Chester County) and Royersford (Montgomery County) Residents Receive Help from Project Outreach**

A one-time-per-year emergency assistance program for Spring City and Royersford residents will provide up to 150 gallons of oil per household to residents. Project Outreach has no set guidelines. For more information call 610-948-5111

## V. Filing a Utility Complaint with the Public Utility Commission

There are two types of complaints that can be filed with the Public Utility Commission (PUC), an informal complaint and a formal complaint. The PUC recommends that you use the informal complaint process first, since many issues are resolved sooner through this simpler process. Before filing any complaint, please review their Complaint Filing Process [Fact Sheet](#) [[http://www.puc.state.pa.us/general/consumer\\_ed/pdf/Complaint\\_Filing\\_FS.pdf](http://www.puc.state.pa.us/general/consumer_ed/pdf/Complaint_Filing_FS.pdf)] ([Spanish Version](#) [[http://www.puc.state.pa.us/general/consumer\\_ed/pdf/Complaint\\_Filing\\_FS-Spanish.pdf](http://www.puc.state.pa.us/general/consumer_ed/pdf/Complaint_Filing_FS-Spanish.pdf)]) and the Complaint Checklist to see if all steps have been followed. Before filing a complaint consumers must contact their utility company to give the company an opportunity to resolve the issue.

### Filing Informal Complaints

When an informal complaint is filed through the Bureau of Consumer Services (BCS), a BCS investigator works as a mediator between the parties in order to resolve the complaint. This process is much less time-consuming than the formal complaint process and usually results in a quicker resolution to the case. To file an informal complaint, call the complaint hotline toll-free number at 1-800-692-7380 or review their informal complaint form page. [http://www.puc.state.pa.us/general/informal\\_complaint.aspx](http://www.puc.state.pa.us/general/informal_complaint.aspx)

You may also write to the Public Utility Commission, Bureau of Consumer Services, P.O. Box 3265, Harrisburg, PA 17105-3265 and explain the problem. Informal complaints against utilities are confidential and not available for public inspection.

### Filing Formal Complaints

The formal complaint process is different from the informal because it involves a legal proceeding before a Commission administrative law judge. This means that you and the utility must present facts on issues raised in your complaint to a PUC administrative law judge.

You can download the formal complaint form from their [Website](#). [<http://www.puc.state.pa.us/general/onlineforms.aspx>]

The Office of Consumer Advocate (OCA) is a state agency that represents the interests of Pennsylvania utility consumers before the Pennsylvania Public Utility Commission (PUC), federal regulatory agencies, and state and federal courts. The Office of Consumer Advocate (OCA) can help a consumer or a group of consumers with utility complaints.

Pennsylvania consumers can call the OCA's toll-free call center at 800-684-6560. Members of OCA staff respond to all customer contacts by providing information or otherwise resolving their complaints and concerns.

The office's [website](#) [<http://www.oca.state.pa.us>] has tips, testimony and other educational information. The OCA also publishes Residential Electric and Natural Gas Shopping Guides. They provide "apples-to-apples" price comparisons for alternative suppliers in each utility's service area.

**You can contact the OCA directly at:**

**PA Office of Consumer Advocate**

5th Floor, Forum Place

555 Walnut Street

Harrisburg, PA 17101-1923

**Phone:** 800-684-6560 (PA Consumers Only) or (717) 783-5048

**Fax:** (717) 783-7152

**E-mail:** [consumer@paoca.org](mailto:consumer@paoca.org)

## VI. Energy Conservation and Home Safety

Energy Saving Tips – download a 36 page booklet [here](http://www1.eere.energy.gov/consumer/tips/pdfs/energy_savers.pdf)  
[http://www1.eere.energy.gov/consumer/tips/pdfs/energy\\_savers.pdf](http://www1.eere.energy.gov/consumer/tips/pdfs/energy_savers.pdf)

### Home Safety Tips

According to the United States Fire Administration, more than one-fifth of residential fires are related to the use of supplemental room heaters - wood- and coal-burning stoves, kerosene heaters, gas space heaters and electric heaters - so, before you put logs in the fireplace or plug in the electric heater, take some precautions. And never use an oven or stove to help heat your home. [Learn more](http://www.staywarm.com/get_help/heating.html)  
[[http://www.staywarm.com/get\\_help/heating.html](http://www.staywarm.com/get_help/heating.html)]

## VII. Local County Resources

This section of our Guide is devoted to local resources that offer limited, targeted assistance to people within specific counties, towns, or communities. 2-1-1 SE PA is dedicated to assisting the residents of Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We make every effort to find resources, programs and services that will help those in need. Our information and referral services are available Monday through Friday from 9:00 AM to 5:00 PM. To reach a caring professional who knows about community resources dial 2-1-1 from anywhere in our service area. If you are calling from outside of this area to find services within this five county region, dial 215-568-3750.

Residents of Pennsylvania can get more information or seek assistance from a range of programs and services for themselves and their families from professionally trained staff members at County Assistance Offices. See the listing of these offices in the beginning of this Guide for your local office.

Below are some additional resources that might be helpful.

### **BUCKS COUNTY**

#### **Bucks County Area Agency on Aging**

Bucks County AAA

30 E. Oakland Avenue

Doylestown, PA 18901

Tel: (215) 348-0510

Fax: (215) 348-9253

Website: [www.buckscounty.org/government/departments/HumanServices/Aging](http://www.buckscounty.org/government/departments/HumanServices/Aging)

E-mail: [aging@co.bucks.pa.us](mailto:aging@co.bucks.pa.us)

#### **Bucks County Catholic Social Services (Family Service Centers)**

The Bucks County Family Service Center is a part of Catholic Social Services. The center offers extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30 a.m. - 4:30 p.m. for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for counseling services. Contact them at the following location:

100 Levittown Pky

Levittown, 19054

215.945.2550

Fax 215.945.3595

[Learn more.](http://www.familyservices-phl.org/buckscounty.html) [http://www.familyservices-phl.org/buckscounty.html]

#### **Bucks County Opportunity Center (BCOC)**

**General Inquiries: Administrative Office**

100 Doyle Street

Doylestown, PA 18901

Ph: 215-345-8175

[www.bcoc.org](http://www.bcoc.org)

**BCOC Service Locations****Quakertown Client Services**

347 New Street

Quakertown, PA 18951

Ph: 215-536-0353

*Serves residents in the Perkasio, Quakertown, Palisades School Districts*

**Doylestown Client Services**

Neshaminy Manor Center

1282 Almshouse Road

Doylestown, PA 18901

Ph: 215-345-3295

*Serves residents in the Central Bucks, Council Rock New Hope Solebury and Centennial School Districts*

**Bristol Client Services**

1230 Veterans Highway, Suite F-1

Bristol, PA 19007

Ph: 215-781-2661

*Serves residents in the Pennsbury, Bensalem Township, Bristol Borough, Bristol Township, Neshaminy, and Morrisville Borough School Districts*

**Emergency Relief Assn. of Lower Bucks**

Food Pantry Only (2 forms of ID required); no direct financial assistance currently available

United Christian Church

8525 New Paul's Rd

Hours: M 6-8 PM; W, Th, F 10 AM-1 PM

Phone: 215-547-1676

**Robert M. Kelly Family Center of Bristol**

A program of Family Service Association

Canal's End Plaza, Suite 201G

Bristol, PA 19007

Phone: 215-781-6602

Website: <http://www.fsabc.org/>

**Bucks County Food, Utilities, Rent, Shelter****Catholic Social Services**

215-945-2550

**Bucks County Assistance Office**

1214 Veterans Highway

Bristol, PA

Hours: M-F 8-5 PM

215-781-3300

**CHESTER COUNTY**

2-1-1 SE PA is dedicated to assisting the residents of Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We make every effort to find resources, programs and services that will help those in need. Our information and referral services are available Monday through Friday from 9:00 AM to 5:00 PM. To reach a caring professional who knows about community resources dial 2-1-1 from anywhere in our service area. If you are calling from outside of this area to find services within this five county region, dial 215-568-3750.

Residents of Pennsylvania can get more information or seek assistance from a range of services for themselves and their families from professionally trained staff members at County Assistance Offices. See the listing of these offices in the beginning of this Guide for your local office.

Below are some additional resources that might be helpful.

### **Department of Aging Services**

Government Services Center  
601 Westtown Road, Suite 320  
P.O. Box 2747  
West Chester, PA 19380-0990  
Tel: (610) 344-6350  
Fax: (610) 344-5288  
Website: <http://www.chesco.org/aging>  
E-mail: [ccaging@chesco.org](mailto:ccaging@chesco.org)

### **Chester County Catholic Social Services (Family Service Centers)**

The Chester County Family Service Centers are a part of Catholic Social Services. These centers offer extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30 a.m. - 4:30 p.m. for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for counseling services. They can be found at the following locations:

125 N. Darlington Street  
West Chester, PA 19380  
610.344.7028  
fax 610.344.0762

605 E. Lincoln Highway  
Coatesville, PA 19320  
610.344.7028  
fax.610.383.1727

105 Prospect Avenue  
West Grove, PA 19390  
610.869.6500  
fax 610.869.6258

[Learn more.](http://www.familyservices-phl.org/chestercountry.html) [http://www.familyservices-phl.org/chestercountry.html]

### **Chester County Food Bank**

1208 Horseshoe Pike  
Downingtown, PA 19335  
610-873-6000  
Fax: 610-873-6004  
[www.chestercountyfoodbank.org](http://www.chestercountyfoodbank.org)

### **Housing Partnership Development Corp.**

Provides limited utility assistance to seniors (70 and older) with low income; offers financial and home ownership workshops  
Phone: 610-518-1522  
Website: <http://www.housingpartnershipcc.com>

### **Utility Assistance Resources**

#### **Kennett Area Community Service and Food Cupboard**

Provides limited financial assistance to eligible individuals one time per year (up to \$500)  
136 West Cedar Street, Kennett Square, PA 19348  
Hours: M 12-3PM; W 12-6PM; F 12-3PM  
Phone: (484) 732-8132

### **Oxford Area Neighborhood Services**

35 North Third Street, Oxford, PA 19363  
(610) 932-8557/ (610) 869-8557  
Hours: M-F 8:30AM - 4:30PM  
Fax: (610) 932-8270

### **PECO**

Toll Free: 1-800-774-7040

### **PPL –Special Hardship Program**

Toll Free: 1-800-342-5775

### **Salvation Army Divisional Headquarters**

- SALVATION ARMY: COATESVILLE  
669 East Lincoln Highway, Coatesville, PA 19320 Ph: (610) 384-2954
- SALVATION ARMY: DOWNINGTOWN  
Downingtown, PA 19335 Ph:(610) 269-5250
- SALVATION ARMY: GREATER WEST CHESTER  
101 East Market Street, PO Box 689, West Chester, PA 19380 Ph: (610) 696-8746 FAX (610) 696-1652
- SALVATION ARMY: HONEYBROOK  
Honey Brook, PA 19344 Ph: (484) 955-4103
- SALVATION ARMY: OXFORD  
Oxford Borough, Office 401, Market Street, Oxford, PA 19363 Ph: (610) 932-2500 ext. 3012
- SALVATION ARMY: WAGONTOWN  
P.O. Box 96, Wagontown, PA 19376 Ph: (610) 383-0868

## **DELAWARE COUNTY**

2-1-1 SE PA is dedicated to assisting the residents of Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We make every effort to find resources, programs and services that will help those in need. Our information and referral services are available Monday through Friday from 9:00 AM to 5:00 PM. To reach a caring professional who knows about community resources dial 2-1-1 from anywhere in our service area. If you are calling from outside of this area to find services within this five county region, dial 215-568-3750.

Residents of Pennsylvania can get more information or seek assistance from a range of services for themselves and their families from professionally trained staff members at County Assistance Offices. See the listing of these offices in the beginning of this Guide for your local office.

Below of some additional resources that might be helpful.

### **Delaware County Office of Services for the Aging (COSA)**

206 Eddystone Avenue, Second Floor  
Eddystone, PA 19022-1594  
Tel: (610) 490-1300  
Toll free: (800) 416-4504  
Fax: (610) 490-1500  
Website: [www.delcosa.org](http://www.delcosa.org)  
E-mail: [COsa@co.delaware.pa.us](mailto:COsa@co.delaware.pa.us)

### **Delaware County Catholic Social Services (Family Service Centers)**

The Delaware County Family Service Centers are a part of Catholic Social Services. These centers offer extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30 a.m. - 4:30 p.m. for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for counseling services. They can be found at the following locations:

240 N. Bishop Avenue  
Springfield, PA 19064  
610.626.6550  
Fax 610.626.2069

130 East 7th Street  
Chester, PA 19013  
610.876.7101  
Fax 610.876.9243

[Learn more.](http://www.familyservices-phl.org/delawarecountry.html) [http://www.familyservices-phl.org/delawarecountry.html]

### **Delaware County Food, Utilities, Rent, Shelter Community Action Agency of Delaware Co.**

511 Welsh Street  
Chester, PA  
Hours: M-F 8AM-4:30PM  
Phone: 610-874-8451

**Salvation Army (Chester location)**  
610-874-4266

**Salvation Army (Darby location)**  
610-583-3720

## **MONTGOMERY COUNTY**

2-1-1 SE PA is dedicated to assisting the residents of Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We make every effort to find resources, programs and services that will help those in need. Our information and referral services are available Monday through Friday from 9:00 AM to 5:00 PM. To reach a caring professional who knows about community resources dial 2-1-1 from anywhere in our service area. If you are calling from outside of this area to find services within this five county region, dial 215-568-3750.

Residents of Pennsylvania can get more information or seek assistance from a range of services for themselves and their families from professionally trained staff members at County Assistance Offices. See the listing of these offices in the beginning of this Guide for your local office.

Below of some additional resources that might be helpful.

### **Montgomery County Aging & Adult Services**

Human Services Center  
1430 DeKalb Street  
P.O. Box 311  
Norristown, PA 19404-0311  
Tel: (610) 278-3601  
Fax: (610) 278-3769

Website: [www.montcopa.org/mcaas](http://www.montcopa.org/mcaas)

E-mail: Use online form located on their website

**Montgomery County Catholic Social Services (Family Service Centers)**

The Montgomery County Family Service Center is a part of Catholic Social Services. The center offers extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30 a.m. - 4:30 p.m. for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for counseling services. Contact them at the following location:

353 East Johnson Highway

Norristown, PA 19401

610.279.7372

610.270.0626

Hours M-F 8:30AM-4:30PM

[Learn more.](http://www.familyservices-phl.org/montgomerycountry.html) [http://www.familyservices-phl.org/montgomerycountry.html]

**Boyertown Area Multi-Service**

Provides social service assistance and runs a food pantry for residents of Montgomery and Burkes counties

Hours: M-F 8:30AM-4:30PM

Phone: 610-367-6957

**Community Action Development Commission (CADCOM) –Norristown**

Provides assistance relating to food, shelter and utilities

Phone: 610-277-6363

**Colonial Neighborhood Council –Conshohocken**

Provides Meals on Wheels and food pantry services

Phone: 610-828-6595

**Community Housing Services –Lansdale**

215-362-5250

**Community Interfaith –Norristown**

610-277-4242

**Keystone Opportunity Center - Souderton**

Provides comprehensive social services including food pantry, transitional housing, educational workshops

104 Main Street

Souderton, PA

Hours: M-Th 9AM-4PM; F 9AM-Noon

Phone: 215-723-5430

**Inter-Faith Housing Alliance –Ambler**

Provides assistance with utilities, rent, shelter (to families in Montgomery County); runs food pantry in Abington

PO Box 141

Ambler, PA

Hours M-F 9AM-5PM

Phone: 215-628-2334

**Manna on Main Street**

Provides meals; has a food pantry and emergency funds for eligible individuals

514 W. Main Street

Lansdale, PA 19446

Hours: Vary dependant upon program

Phone: (215) 855-5454

Website: <http://www.mannaonmain.org/>

**Open Line –Pennsburg**

Hours: M, W, Th, F 8AM-4PM; T 8AM-7PM

Phone: 215-679-4112

**Phoenixville Area Community Services**

610-933-1105

**Pottstown Cluster Outreach Center**

610-970-5995

**Project Outreach –Royersford**

Offers food pantry to needy area residents and provides guidance to assist with shelter, utilities and other living needs

410 Washington Street

Royersford, PA 19468

Hours: 9AM-3PM

Phone: 610-948-5111

**Kelly Anne Dolan Memorial Fund**

Provides assistance to families with a seriously ill or injured child

PO Box 556

Ambler, PA 19002

Phone: 215-643-0763

Website: [www.dolanfund.org](http://www.dolanfund.org)

**Salvation Army @ Pottstown Center**

Provides family shelter, food pantry, limited utility assistance when funding is available

137 King Street

Pottstown, PA

Hours M-F 8:30AM-3:30PM

Phone: 610-326-1621

**Salvation Army-Norristown**

610-275-4183

**Montgomery County Mortgage Assistance**

Montgomery County Community Action Development Commission

610-277-6363

**Miscellaneous Funds**

Catholic Social Services

610-279-7372

## PHILADELPHIA COUNTY

2-1-1 SE PA is dedicated to assisting the residents of Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We make every effort to find resources, programs and services that will help those in need. Our information and referral services are available Monday through Friday from 9:00 AM to 5:00 PM. To reach a caring professional who knows about community resources dial 2-1-1 from anywhere in our service area. If you are calling from outside of this area to find services within this five county region, dial 215-568-3750.

Residents of Pennsylvania can get more information or seek assistance from a range of services for themselves and their families from professionally trained staff members at County Assistance Offices. See the listing of these offices in the beginning of this Guide for your local office.

Below of some additional resources that might be helpful.

### **Philadelphia Corporation for Aging**

642 N. Broad Street  
Philadelphia, PA 19130-3409  
Tel: (215) 765-9000  
Fax: (215) 765-9066  
Helpline: 215-765-9040  
Website: <http://www.pcaCares.org>  
E-mail: [info@pcaphl.org](mailto:info@pcaphl.org)

### **Greater Philadelphia Urban Affairs Coalition**

Offers Philadelphia homeowners loans that can be used for home repairs and paying off debts including past due utility bills, small repairs or energy conservation improvements.  
Phone: 215-851-1740  
Website: [http://www.formyphillyhome.org/loan\\_info.html](http://www.formyphillyhome.org/loan_info.html)

### **Philadelphia County Catholic Social Services (Family Service Centers)**

The Philadelphia Family Service Centers are a part of Catholic Social Services. These centers offer extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30m - 4:30 pm for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for after school and counseling services. They can be found at the following locations:

Northeast Philadelphia  
7340 Jackson Street  
Philadelphia, PA 19136  
215.624.5920

Southwest Philadelphia  
6214 Grays Avenue  
Philadelphia, PA 19142  
215.724.8550

South Philadelphia  
1941 Christian Street  
Philadelphia, PA 19146  
215.724.8550

[Learn more.](http://www.familyservices-phl.org/philadelphia.html) [http://www.familyservices-phl.org/philadelphia.html]

### **Cardinal Bevilacqua Community Center**

This Center is a part of the Catholic Social Services network of local assistance and serves the Kensington Neighborhood of Philadelphia. They provide social, cultural, educational, and enrichment services and programs in a context that respects the human dignity of the person and the values of the family. They are open from 8:30am-4:30pm Monday through Saturday and are located at:

2646 Kensington Ave  
Philadelphia, PA

215.426.9422  
Fax 215.426.9422  
Mailing Address:  
P.O. Box 60981  
Philadelphia, PA 19133  
[Learn more.](http://www.familyservices-phl.org/cardinalenglish.html) [http://www.familyservices-phl.org/cardinalenglish.html]

#### **Casa del Carmen**

Casa del Carmen has been providing services to the Latino community for fifty years. A part of Catholic Social Services, it offers extensive family support services and enrichment programs, covering the entire life span. Hours: 8:30m - 4:30 pm for information, referral and assistance, parenting classes, youth and support groups. Evening hours provided for after school and counseling services. [Learn more.](http://www.familyservices-phl.org/casadelcarmen.html) [http://www.familyservices-phl.org/casadelcarmen.html]

4400 North Reese Street  
Philadelphia, PA 19140  
215.329.5660  
Fax 215.329.6722

#### **HEAT HOTLINE**

215-686-2590

#### **Susquehanna Neighborhood Advisory Council**

215-765-2200

#### **Citizens Energy (Joe 4 Oil)**

Currently not accepting applications. Please check back after January 24, 2011.  
877-563-4645

#### **Philadelphia Housing/Mortgage**

##### **PA Housing Finance Agency (PGFA)**

Homeowner's Emergency Mortgage Assistance Program (HEMAP)

PHFA – HEMAP

PO Box 15530

Harrisburg, Pennsylvania 17105-5530

Phone: 717 780 3940

Website: <http://www.phfa.org/>

#### **Philadelphia Housing Authority**

Develops, acquires, leases and operates affordable housing for city residents with limited incomes.

215 684 4000

[Learn more.](http://www.pha.phila.gov/aboutpha/) [http://www.pha.phila.gov/aboutpha/]

#### **TURN (Tenant Union Representative Network)**

Assists tenants with their rights/responsibilities

1315 Walnut Street

Philadelphia, PA 19107

Phone: 215-940-3900

Website: <http://ourturn.net/>

**United Communities SE Philadelphia @ Houston Community Center**

Provides wide range of programs to assist families and individuals with emergency food needs, energy, job training, weatherization, job and financial training

2029 South 8<sup>th</sup> St

Philadelphia, PA 19148

Phone: 215-467-5136

Website: <http://www.ucsep.org/>

**Philadelphia miscellaneous funding**

**Society St Vincent De Paul**

Provides assistance with basic necessities – food, shelter, clothing, transportation and emotional comfort

901 E. Luzerne Street

Philadelphia, PA 19124

Phone: 215 288 9540

## VIII. Other State and Local Resources to Ease Financial Burdens

### Help for older Pennsylvanians

Area Agency on Aging staff can help older adults complete and submit applications for the Low Income Home Energy Assistance (LIHEAP) program. They also assist older people with information and referral to the \$1 Energy Fund and the many other utility-sponsored or private assistance programs that exist on a regional basis. The services offered by Area Agencies on Aging may vary from region to region. Many Area Agencies offer some direct winter weather-related assistance, such as providing emergency shelter to older adults who are without heat.

### Learn More about Financial Matters

There are lots of resources out there to help you improve your bottom line. But you have to choose carefully. Some disreputable advisors and counselors may charge you high fees or steer you toward products you don't need. And "get-rich-quick" scams can leave you with less than you started with. [Find Help](#) [<http://www.moneysbestfriend.com/default.aspx?id=175>]

### Pennsylvania Housing Finance Agency's Renovate & Repair Loan Program

PHFA's Renovate & Repair Loan Program is designed to help homeowners with low to moderate income (no more than 150% of the statewide median income) rehabilitate and/or improve their homes. Not only does the R&R loan provide an attractive interest rate, but it also provides the homeowner with help determining the repairs and/or improvements to be done. The program can be used to finance energy efficiency improvements, the repair or replacement of a heating or cooling system, roof repair or replacement, new windows and much more. [Learn more.](#) [[http://www.phfa.org/consumers/homeowners/renovate\\_repair/](http://www.phfa.org/consumers/homeowners/renovate_repair/)]

The Pennsylvania Housing Finance Agency was created to provide affordable housing for older adults, persons and families of modest means, and persons with disabilities. [Learn more.](#) [<http://www.phfa.org/default.aspx> ]

### Mental Health Services

The Mental Health Association of Southeastern Pennsylvania (MHASP) is a nonprofit citizen's organization that develops, supports and promotes innovative education and advocacy programs. MHASP serves adults, children and family members through programs and advocacy efforts.

The Mental Health Association of Southeastern Pennsylvania (MHASP) I & R staff will respond to questions from callers seeking information about services or other behavioral health issues. This service is available free of charge to residents of southeastern Pennsylvania, which includes Philadelphia, Bucks, Delaware, Chester and Montgomery counties.

E-mail requests to [info@mhasp.org](mailto:info@mhasp.org) ;call 215-751-1800, ext. 228, or toll-free 1-800-688-4226, ext. 228; or visit their [Website.](#) [<http://www.mhasp.org/index.html>]

## State Hotline Numbers

PENNSYLVANIA HOTLINE NUMBERS	
<i>Service or Agency</i>	<i>Telephone Number</i>
<b>Adoption</b>	1-800-585-SWAN
<i>Statewide Adoption Network (For information about adoption in Pennsylvania)</i>	
<b>Autism Services</b>	1-866-539-7689
<b>Child Care Works Helpline</b>	1-877-4-PA-KIDS
<i>For information about local child care resources, child care providers and the state child care subsidy program</i>	
<b>ChildLine (State Child Abuse Registry)</b>	1-800-932-0313
<i>To report suspected child abuse or request Child Abuse History Clearance Form</i>	
<b>Children's Health Helpline</b>	1-800-986-KIDS
<i>For information about free or low-cost health coverage</i>	
<b>Child Support (Bureau of State Child Support Enforcement)</b>	1-800-932-0211
<i>For information about the child support process in Pennsylvania</i>	
<b>Child Support - State Collection and Disbursement Unit (SCDU)</b>	
<i>The state child support payment processing center</i>	
For people who pay or receive child support	1-877-727-7238
For employers, lien holders and title companies	1-877-676-9580
<b>Disability Services</b>	1-866-286-3636
<i>For information about programs to help persons with disabilities</i>	
<b>HelpLine</b>	1-800-692-7462 1-800-451-5886 (TDD)
<i>For general information about Pennsylvania's public assistance programs - Cash Assistance, Medical Assistance/Medicaid, Food Stamps, LIHEAP, etc.</i>	
<b>Governor's Office</b>	Southeast Office: 215-560-2640
<b>Long Term Living Helpline</b>	1-866-286-3636
<b>Enrollment Services Consumer Support Center</b>	(Southeast: Philadelphia, Bucks, Chester, Delaware and Montgomery counties)1-800-440-3989 1-800-618-4225 (TTD/TTY)
<i>For information about Medical Assistance/Medicaid managed care programs</i>	
<b>Office of Developmental Programs Customer Service Hotline</b>	1-888-565-9435 1-866-388-1114 (TTY)
<i>For general information and concerns</i>	

<b>Safe Haven</b>	1-866-921-SAFE (7233)
<i>Information about newborns at risk</i>	
<b>Welfare Fraud TipLine</b>	1-800-932-0582
<b>Medical Assistance Provider Compliance Hotline (Report fraud and abuse)</b>	1-866-DPW-TIPS
<b>Personnel Information</b>	717-787-5025
<b>Estate Recovery Program Hotline</b>	1-800-528-3708
<b>Customer Service Center</b>	Statewide: (877) 395-8930 Philadelphia: (215) 560-7226
<i>Provides assistance to all applicants and recipients of Food Stamps, cash assistance and Medical Assistance</i>	
Primary Source: <a href="http://www.dpw.state.pa.us/helpfultelephonenumber/index.htm">http://www.dpw.state.pa.us/helpfultelephonenumber/index.htm</a>	

## IX. How You Can Help Others

You can help others in your community cope with the energy crisis.

- "Adopt" an older neighbor or relative, checking on them regularly to make sure they have heat and are in good health.
- Donate to the [\\$1 Energy Fund](#) or other utility-sponsored hardship funds.
- Donate to church or community groups that assist at-risk and low-income families during times of financial crisis.
- Support or organize local blanket and coat drives

## X. Citation of Sources Used to Create this Guide

Information included in this Guide was gathered from multiple sources including: the websites noted below; phone conversations with program staff at various agencies; and facts gathered from resource professionals at 2-1-1 SE PA. The Guide is updated as new information becomes available. If anything in this Guide is incorrect, or you know of additional resources that would be appropriate to include, please let us know by contacting us via e-mail at [info@211sepa.org](mailto:info@211sepa.org).

Sources used for SEPA 2010/2011 Guide

[http://www.dpw.state.pa.us/ucmprd/groups/public/documents/communication/s\\_001813.pdf](http://www.dpw.state.pa.us/ucmprd/groups/public/documents/communication/s_001813.pdf)

<http://www.dpw.state.pa.us/foradults/heatingassistanceliheap/index.htm>

<http://www.newpa.com/find-and-apply-for-funding/funding-and-program-finder/weatherization-assistance-program>

<http://www.newpa.com/sites/default/files/uploads/WX-Agencies-April-2010.doc>

<http://www.paweatherization.org/>

<http://hdcweb.com/contact/>

<http://www.liheap.ncat.org/profiles/povertytables/FY2011/pop160.htm>

<http://www.liheap.ncat.org/profiles/Penn.htm#utility>

<http://www.dollarenergy.org/need-help/Hardship-Program.aspx>

<http://www.uesfacts.org/UESFAssistanceGuide2009.pdf>

<http://www.uesfacts.org/>

<http://www.buckscounty.org/livingandworking/services/FamilyCenters.aspx>

<http://www.familyservices-phl.org/buckscounty.html>

<http://www.buckscounty.org/government/departments/HumanServices/Aging/index.aspx>

<http://www.oca.state.pa.us/Default.htm>

[http://www.puc.state.pa.us/general/consumer\\_ed/pdf/Complaint\\_Filing\\_FS.pdf](http://www.puc.state.pa.us/general/consumer_ed/pdf/Complaint_Filing_FS.pdf)

<http://www.duquesnelight.com/Customerservices/Bills&Payments/>

<http://www.familyservices-phl.org/montgomerycountry.html>

[http://www.pcacares.org/pca\\_aa\\_Directions\\_and\\_Contact\\_Information.aspx](http://www.pcacares.org/pca_aa_Directions_and_Contact_Information.aspx)

[http://www.formyphillyhome.org/loan\\_info.html](http://www.formyphillyhome.org/loan_info.html)

<http://www.familyservices-phl.org/casadelcarmen.html>

<http://www.phfa.org/>

<http://ourturn.net/>

<http://www.ucsep.org/>

[www.svdp-phila.org](http://www.svdp-phila.org)

[http://www.phfa.org/consumers/homeowners/renovate\\_repair/](http://www.phfa.org/consumers/homeowners/renovate_repair/)

<http://www.moneysbestfriend.com/default.aspx?id=175>

<http://www.mhasp.org/index.html>

<http://www.mannaonmain.org/>