

Be
UtilityWise

Fall 2019
Johnstown



Universal Service* & Conservation Programs

*All Customers Assistance Programs (CAPs) included in this program are subject to modifications due to changes currently under way in Universal Service Plans.

Inside this booklet:

*Public Utility Commission (PUC)
Penelec/FirstEnergy
Columbia Gas
Peoples Natural Gas
Dollar Energy Fund
Poverty Guidelines
Department of Human Services*

*Community Action Partnership
of Cambria County
Advantage Credit Counseling
Service
Catholic Charities of the Diocese
of Altoona-Johnstown*



OUR MISSION

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities; ensures safe and reliable utility service at reasonable rates; protects the public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

P.O. Box 3265
Harrisburg, PA 17105-3265

1-800-692-7380

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(Telecommunications Relay Service)

www.puc.pa.gov

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PCAP - Pennsylvania Customer Assistance Program

PCAP is designed to help income qualified residential customers maintain electric service and eliminate their past-due balance.

PCAP Eligibility

- Must have an active residential electric account.
- Must have a gross household income at or below 150% of the Federal Poverty Guidelines.
- Must provide annual verification of income and identification of all household members.
- Must participate in LIHEAP and WARM, if eligible.
- The person whose name is on the electric account must live in the household.

The program may provide one or all of the following benefits:

- A monthly credit toward the electric bill
- A one-time opportunity to have the current account balance set aside for forgiveness
- An opportunity to reduce electric consumption through WARM

More about PCAP:

- The account will automatically be enrolled in the Equal Payment Plan
- To qualify for monthly bill credits, annual energy charges must be greater than 3% (non-electric heat) or 9% (electric heat) of total gross household income.
- Previous PCAP participants must contact Penelec to determine if there is an amount that must be paid to re-enroll.

**For more information on PCAP or to apply, please call Dollar Energy Fund at:
1-888-282-6816**

**Monday – Thursday 8 a.m. to 8 p.m.
Friday 8 a.m. to 6 p.m.**

(Penelec Continued)

CARES - Customer Assistance Referral Evaluation Service

- Provides assistance to customers experiencing a temporary hardship such as a serious illness or sudden loss of income.
- Provides special consideration to customers with special needs due to age or disability
- Provides information on appropriate company and external programs
CARES is not a grant program

**For more information on the CARES programs,
please call: 1-800-545-7741**

WARM - Low-Income Usage Reduction Program

- The program goal is to provide energy saving home improvements to income eligible customers, with the goal of making their electric bill more affordable.
- A trained energy educator conducts an in-home energy evaluation
 - Home improvements are identified to help lower customer's electric bill
 - Educator works with customer to create an energy savings plan, and provides education on ways to save electric
- Examples of energy saving home improvements:
 - Attic and/or wall insulation
 - Water heater inspection/electric hot water heater replacement
 - Caulking and weather-stripping
 - Refrigerator/freezer testing and possible replacement
 - Energy-saving light bulbs
 - Smart Power Strips
- WARM Eligibility Guidelines
 - Income must be at or below 200% of Federal Poverty Guideline
 - Must have lived in home at least 6 months
 - Electric usage requirements
 - 3250 kWh 6 month period
 - 6500 kWh annually
 - Premise has not received WARM services within the last 5 years
 - Landlord Agreement Form is required for renters, granting contractor permission to install energy saving home improvements

**For more information about the WARM Program, please call
1-888-406-8074**

(Penelec Continued)

Residential PA Act 129 Programs

- Programs are open to all Penelec residential customers including low and limited income customers.
- Equipment must be installed in Penelec's service territory. Energy Star Rebate Program: Rebates currently available for purchasing the following Energy Star appliances:
 - ◇ Refrigerators
 - ◇ Freezers
 - ◇ Clothes Washers
 - ◇ Dehumidifiers
 - ◇ Water Heaters

Visit www.energysavepa.com or call 1-866-498-1409

- Rebates are available for recycling your old refrigerators, freezers, air conditioners, and dehumidifiers.
 - ◇ No purchase required to receive rebates on your old appliances.
- For program guidelines and to arrange appliance pick-up and recycling, call 1-888-277-0527 or visit www.energysavepa.com/fridge.
- For a full list of energy saving programs, visit www.energysavepa.com



Columbia Gas[®] of Pennsylvania

A NiSource Company

CAP- Customer Assistance Program

- Income eligibility: 150% of (FPIG)
- CAP payments will be calculated as follows:
 - ◊ 7% or 9% of the total household monthly income + co-pay
 - ⇒ Zero to 110% of poverty level = 7% + \$5 + \$3
 - ⇒ 111% to 150% of poverty level = 9% + \$5 + \$3, or
 - ◊ One half of Promoted Budget plus \$5 + \$3, or
 - ◊ Average of past 12 months of payments, + \$5 + \$3
(**\$5 co-pay exists while an account balance remains**)
- Enrollment requirements:
 - ◊ Must be payment-troubled, (difficulty paying their bill).
 - ◊ Must have a single dwelling, residential heating account.
 - ◊ Customer must be residing in the home or apartment.
 - ◊ Base budget must be higher than the calculated CAP budget.

WarmWise - LIURP-Low Income Usage Reduction Program

- Income eligibility \leq 150% FPIG-some exceptions \leq 200%
 - ◊ Homeowner **or** tenants must have landlord approval
 - ◊ Single family, residential heat
 - ◊ CAP customers, with high consumption, have preference.
 - ◊ Must have uninterrupted service for prior 12 months.
 - ◊ 170 therms, or higher, over the 5 coldest months in a year
- Conservation Measures (as recommended)
 - ◊ Energy audit, clean & check and inspection of gas furnace/water heater
 - ◊ Attic and sidewall insulation
 - ◊ Caulking, weather stripping and air-sealing
 - ◊ Furnace/water heater repair or replacement, as necessary
(home owners only)

(Columbia Gas-continued)

CARES- Customer Assistance Referral Evaluation Service

- Personal assistance during **temporary** hardship for customers with special needs due to age, disability, illness or crisis situation. This is not a grant program but offers temporary, affordable payment plans. Other services include advocacy, budget counseling and referrals to community resources.

SDAF-Security Deposit Assistance Fund

- SDAF is a fuel fund offering financial assistance to customers with income between 151% and 250% of the FPIG, when a security deposit is required for establishing utility service. Grants are awarded on a first come first serve basis and may be sought only once during a 12 month program year.

WarmWise—Audits & Rebates

- Audits & Rebates offer a free home energy audit and an energy efficiency plan with estimated cost-savings to customers with incomes $\leq 250\%$ of the FPIG. A programmable thermostat and up to \$1,800 in up-front rebates may be available. Energy-saving resource information is also offered. Audits are available on a first come first served basis.

ERP- Emergency Repair Program

- ERP offers financial assistance, in emergency situations, to repair or replace unsafe natural gas furnaces, water heaters or, service/house lines. Available to low-income residential heat customers, who own and are living in their home. Income eligibility $\leq 150\%$ of FPIG.

For information about any of these programs, please call:

1-800-537-7431



PEOPLES

CAP - Customer Assistance Program

- Income eligibility up to 200% of the FPIG
- CAP payments are based on 8%, 9%, 10% or 11% of the monthly gross household income or budget amount if lower.
- Enrollment requirements:
 - ◇ Must be a heating account.
 - ◇ Single dwelling unit.
 - ◇ Customer must be a resident in the home.
 - ◇ If income between 151%-200% must have significant account balance.

LIURP-Low Income Usage Reduction Program

- Income eligibility up to 150% FPIG some exceptions for up to 200%
 - ◇ Must be the homeowner or have landlord approval.
 - ◇ Single family, residential heat.
 - ◇ Usage above 140 *MCF/YR*
 - ◇ Must have had service for 12 consecutive months.
- Conservation Measures
 - ◇ Attic and sidewall insulation
 - ◇ Caulking and weather stripping.
 - ◇ Heating assistance for furnace repair or replacement when necessary.

Emergency Furnace / Line Repair Program

Financial assistance to customers facing an emergency situation: to repair or replace heating system; or service / house lines.

- ◇ Must be a homeowner
- ◇ Single family, residential heat
- ◇ Income eligible up to 200% of the FPIG

CARES-Customer Assistance Referral Evaluation Service

- Customers with special needs such as elderly, handicapped, serious medical condition, mental health condition, learning disability, recent unemployment, single parent issues or a valid Protection from Abuse Order.
- Third Party Notification-Allows customers to designate a third party to be notified of any pending termination action.
- Eligible customers receive assessments, referrals and assistance as appropriate.

For information about any of these programs. please call:

1-800-400-WARM (9276)



Catholic Charities of the Diocese of Altoona-Johnstown

Working to Reduce Poverty in West Central Pennsylvania.

Catholic Charities mission is to compassionately serve individuals and families in need, inform communities about critical social issues, and advocate for policies that enhance basic human dignity and ensure basic human rights. We serve ANY and ALL people without regard for race, gender, ethnic origin, religious belief, or financial means.

Offices: Catholic Charities serves all persons within the Diocese of Altoona-Johnstown and its eight counties. Each office is unique, responding to the needs of the region served.

- **Altoona Office** – Serves Blair, Bedford and Huntingdon Counties
- **Johnstown Office** – Serves Cambria and Somerset Counties
- **State College Office** – Serves Centre and Clinton Counties
- **Fulton County Catholic Mission** – Serves Fulton County
- **Martha & Mary House – Emergency Shelter Program** – Serves homeless residents of Cambria County and the City of Johnstown (For more information, contact the shelter at 814-254-4413)

Programs:

- **Emergency Financial Assistance Program (EFA)** – Financial assistance is offered for basic human needs to individuals and families following an interview to determine financial need and level of emergency in the areas of: utility terminations/shut offs, rent/evictions, emergency shelter, winter heating assistance, emergency medications, funerals, personal care items, food, emergency transportation, etc.
- **Counseling Program** – We offer individuals, family, and marital counseling to persons faced with a variety of challenging situations (depression and anxiety, grief and loss, relationships, marital conflicts, parenting issues, divorce and separation, health issues, abuse and neglect, etc.
- **Martha & Mary House – Emergency Shelter Program** – Located at 899 Bedford Street in Dale Borough, Johnstown, PA, the shelter serves homeless men, women and families living in Cambria County. The shelter can house a maximum of 15 individuals for 30-day lengths of stay. All shelter residents are given case management and have individualized service plans to successfully transition them to housing permanency.
- **Other Programs** – Pregnancy Support (diapers, baby supplies), Holiday Programs, and other specialized needs.

ALTOONA OFFICE

1300 12th Avenue
P.O. Box 1349
Altoona, PA 16603
Phone: (814) 944-9388
Fax: (814) 941-2677

JOHNSTOWN OFFICE

321 Main Street
Suite 5G
Johnstown, PA 15901
Phone: (814) 535-6538
Fax: (814) 535-2235

STATE COLLEGE OFFICE

1300 Benner Pike
Suite C
State College, PA 16801
Phone: (814) 353-0502
Fax: (814) 353-0515

MARTHA & MARY HOUSE

899 Bedford Street
Johnstown, PA 15902
Phone: (814) 254-4413
Fax: (814) 254-4430



Partnering Utility Companies:

- Columbia Gas
- Peoples Natural Gas
- FirstEnergy (Met-Ed, Penelec, Penn Power, West Penn Power)
- Valley Energy
- Citizens Electric
- Duquesne Light
- Wellsboro Electric
- Pennsylvania American Water

Contact your utility company for information on how to apply for Dollar Energy Fund's Hardship Program.

Guidelines may vary based on individual utility qualifications.

Maximum Grant

The maximum grant amount an applicant may receive is **\$500**. Applicants can only receive one grant per utility, per program year. **(10/2/2017 - 9/28/2018)**

Grant amounts are determined by need and each household's individual circumstances.

Balance Requirement

Applicant must have an outstanding balance on their utility bill of at least **\$100**. **Senior Citizens**, age 62 and over, may have a **\$0** balance as long as there is no existing credit on the account.

Program Dates

Open from **October 2, 2017, through November 30, 2017**, for services that are **off or in threat of termination only**.

Open from **December 3, 2017, through January 31, 2018**, for services that are **off only**.

Available from **February 1, 2018, through February 28, 2018**, for services that are **off or in threat of termination**.

If applicants are eligible and programs are open, applicants must apply for LIHEAP and CRISIS before applying for the Dollar Energy Fund Hardship Program.

Starting **March 1, 2018**, the Hardship Program is open to all eligible applicants regardless of service status.

Program Dates

For customers of Peoples Natural Gas:

- **Oct. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Mar. 31, 2020:** services that are **off only**.
- Starting **Apr. 1, 2020:** open to all eligible applicants regardless of service status. **CAP customers are not eligible to receive a grant after April 1, 2020.**

For customers of Columbia Gas of Pennsylvania:

- **Oct. 1, 2019 - Oct. 31, 2019:** open to all eligible applicants regardless of service status.
- **Nov. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Jan. 31, 2020:** services that are **off only**.
- **Feb. 3, 2020 - Feb. 28, 2020:** services that are **off or in threat of termination**.
- Starting **Mar. 2, 2020:** open to all eligible applicants regardless of service status.

For all other utility companies:

- **Oct. 1, 2019 - Nov. 29, 2019:** services that are **off or in threat of termination**.
- **Dec. 2, 2019 - Jan. 31, 2020:** services that are **off only**.
- **Feb. 3, 2020 - Feb. 28, 2020:** services that are **off or in threat of termination**.
- Starting **March 2, 2020:** open to all eligible applicants regardless of service status.

If applicants are eligible and programs are open, applicants must apply for LIHEAP and CRISIS before applying for the Dollar Energy Fund Hardship Program.

Income Guidelines:

With the exception of FirstEnergy customers, total gross household income must be at or below **200%** of the **2019 Federal Poverty Income Guidelines** as shown in the chart below.

Total gross household income for **FirstEnergy** customers must be at or below **250%** of the **2019 Federal Poverty Income Guidelines** shown below:

Household Size	200% Monthly	200% Yearly
1	\$2,082	\$24,980
2	\$2,818	\$33,820
3	\$3,555	\$42,660
4	\$4,292	\$51,500
5	\$5,028	\$60,340
6	\$5,765	\$69,180
7	\$6,502	\$78,020
8	\$7,238	\$86,860
For each additional add	\$737	\$8,840

Household Size	250% Monthly	250% Yearly
1	\$2,602	\$31,225
2	\$3,523	\$42,275
3	\$4,444	\$53,325
4	\$5,365	\$64,375
5	\$6,285	\$75,425
6	\$7,206	\$86,475
7	\$8,127	\$97,525
8	\$9,048	\$108,575
For each additional add	\$921	\$11,050

Pittsburgh Water & Sewer Authority Hardship Program

To apply, contact the Pittsburgh Water and Sewer Authority at 412-255-2423. They will provide you with information on a number of different assistance programs that are available to help low-income customers.

Program Dates

Beginning **October 1, 2019**, grants are available for eligible customers for services that are **off or in threat of termination**.

Maximum Grant

The maximum grant amount an applicant may receive is **\$300**.

Applicants can only receive one grant every 12 months.

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-by-case basis.

Balance Requirement

Applicant must have an outstanding balance on their utility bill of at least **\$100**. **Senior Citizens**, age 62 and over, may have an outstanding balance of at least **\$50**.

Sincere Effort of Payment:

Applicants must have paid at least **\$150** on their water account in the past three months. **Senior Citizens**, age 62 and over, must have paid **\$75** in the past three months

Application Attachments:

- A copy of the most recent PWSA bill with proof of minimum payment must be attached to all applications.
- Total gross income for all individuals living in the households.

Additional Eligibility Guidelines:

Account must be residential, single home or apartment. No "Cooking Only", commercial, industrial, or apartments with shared utility service. Name on account must be that of an adult who is currently living in the home.

Income Guidelines:

Account must be residential, single home or Total gross household income must be at or below **150%** of the **2019 Federal Poverty Income Guidelines** shown below:

Household Size	150% Monthly	150% Yearly
1	\$1,561	\$18,735
2	\$2,114	\$25,365
3	\$2,666	\$31,995
4	\$3,219	\$38,625
5	\$3,771	\$45,255
6	\$4,324	\$51,885
7	\$4,876	\$58,515
8	\$5,429	\$65,145
For each additional add	\$553	\$6,630

Additional Assistance:

PWSA also offers a monthly **Bill Discount Program**. Customers can receive a 50 percent reduction of the rate of their fixed or minimum water charges for 12 months.

Those interested in participating in the Bill Discount Program should contact Dollar Energy Fund at 1-866-762-2348.



P.O. Box 42329
Pittsburgh, PA 15203
1-888-282-6816

The Dollar Energy Fund is a 501 © 3 organization in the state of Pennsylvania.



Create a Budget. Track your goals.

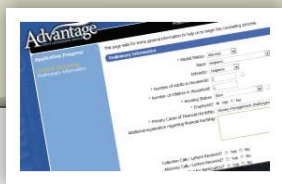
Creating a budget is more important than most people realize. Our Budget Builder tool will walk you through step-by-step and help you create a balanced budget. It's that easy!

You can use our Goal Tracker tool to set up savings goals, track and monitor them with ease. It's simple to stay focused and meet the goals each month with this free tool!

Trust Advantage's free Online Budget Advisor tools to help you set up a budget and track your savings goals. Get started today!



100% FREE



Budget Builder

- Receive a personal budget analysis
- Create "what if" budget scenarios
- Finds expenses you may not have seen
- Custom printable Action Plan report
- Helps you save money and free up cash
- Info is secure and confidential



Goal Tracker

- Reminders and alerts for deadlines
- Track savings for multiple goals
- Review progress with monthly graphs
- No need to link bank accounts
- 100% safe and confidential
- Simple, visual, and practical

www.onlinebudgetadvisor.com

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Additional Services



Credit Counseling Services

- Learn to handle your finances better
- Discover where your money goes each month
- Create a balanced spending plan
- Non profit Agency
- A+ Rating with the Better Business Bureau

Debt Management Program

- Get a fresh start with a creditor approved approach
- Save thousands of dollars in interest and fees
- Eliminate your debt for good

Student Loan Counseling

- Learn about student loan repayment options
- Strategies to reduce interest
- What to do if you can't make the payment
- Affordable payment options
- Loan rehabilitation programs
- Options for student loan forgiveness

Credit Report Review Service

- Gain a complete understanding of your credit report and credit history
- Receive an explanation on how your credit score is determined by FICO
- Get a sample dispute letter for contacting the credit bureaus about inaccuracies
- Find out the steps to take when trying to correct any reporting errors
- Guidance and direction on ways to improve your credit standing
- Identity theft and fraud protection information and tips

Housing Counseling Services

- We are certified to provide Housing Counseling for PA residents
- Buying a Home? Try our Pre-purchase Counseling
- House Rich and Cash Poor? A Reverse Mortgage may be the Solution
- Behind with your Mortgage? We offer Foreclosure Prevention Counseling

Bankruptcy Counseling and Education Services

- Available online, in-person or by telephone
- Receive immediate counseling
- Certified and professional credit counselors
- Receive required bankruptcy counseling or education certificate



Yes We Offer Counseling **Online!**

Debt Counseling and Credit Counseling

We offer a free online credit counseling system so you can get on the path to becoming debt free!

Bankruptcy Certificate Credit Counseling

Need certificate to file bankruptcy? Advantage offers online pre-filing bankruptcy counseling.

Bankruptcy Certificate Educational Course

Already filed for bankruptcy and need the required pre-discharge class? Get started now with our online class.

www.advantageccs.org

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(866) 699-2227 • www.advantageccs.org



COMPASS

<https://www.compass.state.pa.us/compass>

COMPASS is a Website that allows individuals and community-based organizations access to screen for, apply for, and renew a broad range of social programs.

COMPASS serves as a single access point for application and renewal of:

- Health Care Coverage & C.H.I.P.
- Food Stamp Benefits
- Cash Assistance
- Long Term Care
- Home & Community Based Services for individuals with Intellectual Disabilities
- **Low-Income Home Energy Assistance Program** (Seasonal)
- Free or Reduced Price School Meals
- Select Plan for Women (Family Planning Services)
- Child Care Works

COMPASS also provides screening for the programs mentioned above, all home and community-based services, and the school lunch and breakfast program. Screening allows a user to provide basic information to determine if they are potentially eligible for a health and human service.

COMPASS “Community Partner View” offers registered COMPASS Community Partners access to enhanced tools such as:

- The Power User application
 - Streamlines the application process
 - Decreases application processing time
 - Provides e-Signature functionality
- Application Management
 - Allows Users to initiate and track applications
 - Portfolio of submitted and suspended applications
 - Quick Reports
 - Printable Forms



Community Services is the collective name of various programs offered to low-income clients:

PEOPLES GAS CUSTOMER ASSISTANCE PROGRAM (CAP) OFFERS PAYMENT PLANS FOR CUSTOMERS WITH A FIXED INCOME.

CAP participants are given affordable, monthly, long-term bill payment plans so they can maintain their gas service. The payments are based on their income, not their gas usage. CAP participants make affordable payments to maintain service by paying between 8-10 percent of their total monthly before-tax income each month.

To qualify for CAP, customers must meet the following criteria:

- Your household income meets the Federal Poverty Guidelines of 150% or less.
- You must be a current Peoples customer with active residential heating service.

\$ ENERGY FUND

The Dollar Energy Fund is an emergency hardship fund designed to help residential customers who have suffered a recent financial hardship and need temporary help in paying their electric or gas bill. A grant of up to \$500 may be awarded per utility to a customer during a program year. Gross household income must be at or below 200% of the Federal Poverty guidelines.

At the time of your appointment you must provide:

- Photo Identification for Account Holder
- Proof of ALL household income for the last month
- Copy of CURRENT electric/gas bill
- Social Security numbers for each household member
- Birth dates for each household member
- Proof of \$150.00 being paid in the past 90 days by customer
- Date applied for LIEHAP/Energy Assistance with DHS (if applicable)

DHS – DEPARTMENT OF HUMAN SERVICES HOUSING ASSISTANCE PROGRAM

This program is in place to address the needs of the homeless or nearly homeless in our community. Low income families facing eviction or having no place to live are eligible for funds to obtain permanent housing or prevent loss of the current housing situation.

We can help with a 1st month's rent to move in OR one month's past due rent/mortgage. We can only help once in a 12 month period. We cannot help prevent eviction from subsidized housing. Additionally, for those moving into the Housing Authority we help with the 99 dollar security deposit. If you have received rent assistance in the past you must complete case management successfully or we cannot help for another 24 months.

Eligibility Requirements

- Must be a Cambria County Resident
- Gross household income must be at or below 200% of the Federal Poverty guidelines
- Must have the ability to pay primary housing expenses in the future

At the time of your appointment you must provide:

- Photo Identification
- Proof of ALL household income
- Social Security numbers for each household member
- Birth dates for each household member
- Approval/Denial letter from DHS
- Lease or eviction letter

To Prevent Eviction

- Notarized eviction letter must include:
- Your name and address
- Rental amount
- Total amount due
- Landlords name, address, and phone number
- Past rent receipts

For the Homeless

- Rental agreement that must include:
- Rental Address
- Security Deposit amount
- Monthly Rent Amount
- Landlords name, address, and phone number
- Receipt for Security Deposit

HOUSING CASE MANAGEMENT

Case management services are provided to all clients who receive rental assistance. The income management and referral process includes one group session and one private session with a Case Manager to assess needs and must be completed within a two month window. Services can become longer term.

VETERAN BACK PACK PROJECT

The program provides back packs of personal items for homeless veterans who have to reside in a local shelter. There is also some financial assistance available for these individuals as well. This service is done in conjunction with the Veteran's Leadership Program of Western PA.

EMERGENCY ASSISTANCE PROGRAM

We were helping clients with money towards prescriptions, eyeglasses, and other emergency needs. All clients must meet the 125% of Federal Poverty Guidelines.

CLIENT EMPLOYMENT ASSISTANCE PROGRAM

Clients who need some assistance with help with the immediate needs of those accepting new employment. We can pay licensing fees or purchase work clothes and/or uniforms or supply transportation until an individual receives a first pay. Only workers whose employers will verify that they will be employed for at least 20 hours per week are eligible. Clients do need to be eligible under the 125% of Federal Poverty Guidelines.

MATP – MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

This program is designed to assist individuals who have the Medical Access card get to their medical appointments. The service chosen for each client is based on the most cost effective manner that suits the medical needs of the individual.

MATP eligibility Requirements

- Must reside in Cambria County
- Have a current, valid ACCESS card
- Need transportation to a covered service from a provider that accepts the ACCESS card for payment of service

**Please Contact our agency for any questions:
Community Action Partnership of Cambria County
516 Main Street
Johnstown, PA 15901 (814) 536-9031**

Pennsylvania Public Utility Commission Outreach and Education Services



The PUC's Office of Communications offers statewide utility Education and Outreach Services. Our dedicated outreach and education team are an essential component in our community by providing tools, utility resources and education services. Our mission and goal is to increase awareness and understanding of the many utility programs and services available to consumers.



The outreach and education team partners with a variety of community groups, state government agencies, legislators, human service providers, utility companies, community based organizations, and many other interested stakeholders to help educate, share many useful tools, resources and programs to help consumers make informed utility choices.



Educational programs, workshops, seminars, forums, roundtable discussions, training sessions and conferences are available on a variety of utility topics and are tailored to reach each audience.



These educational topics and programs include:

- PUC Regulations
- PUC Consumer Protections & Complaint Process
- How to Prepare for Public Input Hearings
- PAPowerSwitch
- PAGasSwitch
- Prepare Now
- Be Utility Wise Events
- Limited-Income Customer Assistance Programs
- Ways to Save Energy
- Energy Efficiency Programs
- PUC Educational Games
- PUC Utility Careers
- Other Utility-Related Programs and Services

For Further Information, Contact the Public Utility Commission:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing
loss, dial 7-1-1 (Telecommunications
RelayService)

Website

www.puc.pa.gov



What the Pennsylvania Public Utility Commission Regulates



The PUC has jurisdiction over 11 electric distribution companies who serve the majority of the Commonwealth. Rural electric cooperatives and most utilities owned and operated by cities, boroughs or townships are not regulated by the Commission. For information on these, contact the electric co-op, Pennsylvania Rural Electric Association, or your municipality.



The PUC has jurisdiction over 25 gas utilities. It does not have jurisdiction over bottled propane gas, and most utilities owned and operated by cities, boroughs, or townships. For information on these, contact your local municipality or the state Attorney General's Office.



The PUC has jurisdiction over intrastate, local, toll and access telephone services and providers. The Commission does not regulate broadband, wireless, or cable TV companies. For more information on these, contact your local municipality about cable TV problems or the Federal Communications Commission (FCC).



The PUC regulates motor carriers that transport property, passengers and household goods such as taxis, moving companies, limousines. It also conducts motor vehicle, railroad facility, and track inspections. The Commission also regulates Transportation Network Companies such as Uber and Lyft.

Note: Taxis, limousines and Transportation Network Companies operating in Philadelphia are regulated by the Philadelphia Parking Authority, not the PUC.



The PUC's Pipeline Safety Division conducts inspections on pipelines operated by public utilities that fall under PUC jurisdiction and ensures compliance with state and federal safety regulations. The PUC enforces federal and Commission pipeline safety regulations as they apply to public utilities providing natural gas distribution and intrastate transmission service, and public utilities providing intrastate transmission of hazardous liquids.



The PUC has jurisdiction over more than 160 water and wastewater utilities, including a number of municipal water and wastewater utilities. However, the Commission does not have jurisdiction over utilities owned and operated by municipalities, cities, boroughs or townships unless a municipality is serving customers who reside outside of its corporate boundaries. The PUC maintains jurisdiction over the rates and service to these outside customers.

For Further Information, Contact the Public Utility Commission:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing loss, dial 7-1-1 (Telecommunications RelayService)

Website

www.puc.pa.gov



WHAT SHOULD I DO IF A PERSON TRIES TO SELL ME ENERGY SERVICE BY SOLICITING MY HOUSE?

Door-to-door marketing is sometimes conducted by independent suppliers.

Before inviting a door-to-door marketing representative into your home, providing personal account information or engaging in contract discussions, you should request identification that includes:

- The full name of the representative.
- A photograph of the representative.
- The full name, business address and telephone number of the company represented.
- You may also contact the Pennsylvania Public Utility Commission to confirm that the company being represented is a licensed supplier.
- Feel free to contact the company represented to find out if they are sending sales representatives door-to-door.
- It is unnecessary to provide the sales representative a copy of your utility bill or the account number unless you are interested in pursuing an offer.
- Carefully review all contract terms before signing, including fine print and any fees for early termination.
- You do not have to make a decision on the spot. You can check your options at www.PAPowerSwitch.com to shop competitive supplier prices.
- PUC Regulations on Marketing and Sales Practices for the Retail Residential Market can be found at:
www.pabulletin.com/secure/data/vol41/41-43/1789.html.

**Prepare
NOW**
for winter energy costs





Last winter was a doozie!
And this year could be just as bad.

- ✓ Learn more about conservation
- ✓ Check your gas and electric bills
- ✓ Review your supplier contracts

Find other tips on how you can help control energy costs and avoid surprises.

www.puc.pa.gov
www.PAPowerSwitch.com

 @PA_PUC
 PA PowerSwitch

PA PUBLIC UTILITY COMMISSION
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265



PA PowerSwitch 
Pennsylvania Public Utility Commission

STAY CONNECTED

*with the Lifeline
Telephone Assistance Program*



Pennsylvania Public Utility Commission

1-800-692-7380
www.puc.pa.gov



**Need Help
Staying Warm this
Heating Season?**

There is help available!

If you or someone you know is without utility service,
or has received a utility shut-off notice,
first call your local utility company for help!

**Most utility companies have Home Energy Assistance
Programs available to assist customers in need.**

Your utility company will work with you and explain programs
that may help you depending on your income or hardship
situation.

For More Information.... **CALL US !!!**
The Pennsylvania Public Utility Commission
1-800-692-7380

Don't forget about LIHEAP (Low-Income Home Energy Assistance Program)

To find out if you qualify, low-income customers should contact their county
assistance office for information about how and where to apply.

Please visit the following website for a list of county assistance phone numbers.

www.dhs.pa.gov



Pennsylvania Public Utility Commission
Office of Communications
www.puc.pa.gov



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 natural 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 customer's 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 customers 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.

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 Pennsylvania Department of Human Services (DHS) and consists of (3) components:

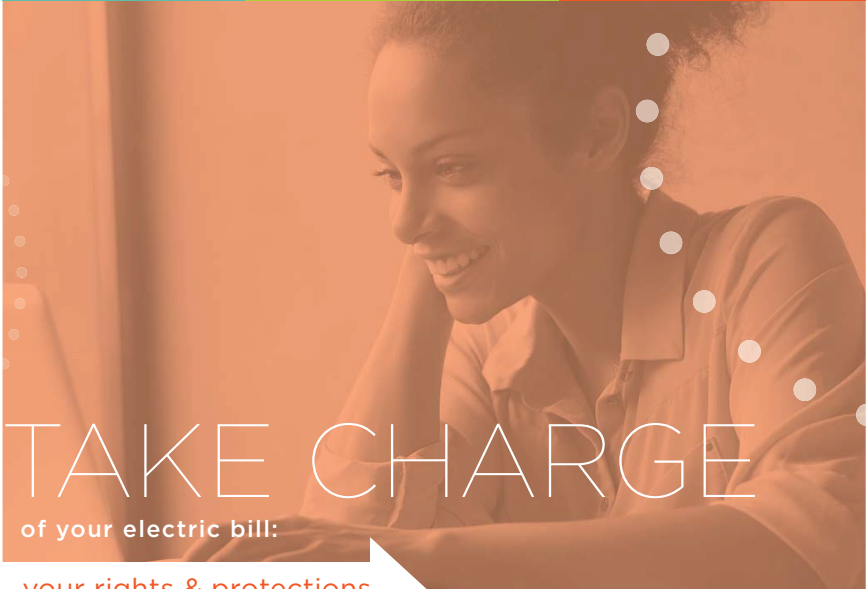
- **Cash Benefits:** Helps low-income customers pay their home energy bill.
- **Crisis:** Helps low-income customers meet home emergency situations and restore services if their service has been shut off.
- **Weatherization:** Helps qualified low-income customers reduce their energy consumption through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

NOTE: Low-income customers who qualify for Cash and Crisis can receive both.

For more information please contact your local county assistance office or DHS at: 1-866-857-7095

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 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 to see if you qualify.



TAKE CHARGE

of your electric bill:

your rights & protections

As an energy customer in Pennsylvania, you may have questions about what to expect from your electricity supplier and where to turn with those questions. Understand your rights and see what steps you can take to protect yourself in the competitive energy marketplace.



To learn more, visit PAPowerSwitch.com/rights, or contact the Pennsylvania Public Utility Commission at 1-800-692-7380.

FOLLOW US ON



Consumer rights

Shopping for a new supplier?

You have the right to:

- Compare prices from both the utility and competitive supplier so you're able to make an informed decision.
- Choose a supplier who offers new services, technological advances, improved efficiency and competitive pricing.
- Be protected from unfair, deceptive, fraudulent and anti-competitive practices from electric suppliers.
- Expect consistent quality and maintenance of your electric distribution service, which is monitored by the PUC.
- Access unbiased, accurate, easy-to-understand information that will help you shop for power and save money.

Current contract expiring?

- You should receive two contract renewal notices from your current supplier, starting 45 to 60 days prior to your contract's expiration date.
- Review your options notice, which includes information on any changes to your contract terms and options. This notice should be sent to you no less than 30 days prior to the contract's expiration date.

* **IMPORTANT:** Your rate may change if you don't act on your renewal and options notice. For example, a fixed rate may change to a monthly variable rate. If you have a variable rate, you may be moved to a different variable rate that could be higher once your term expires. Learn more about fixed and variable rates at [PAPowerSwitch.com](https://www.papowerswitch.com)

Power shut off?

As a consumer, your service can be shut off if you fail to:

- Pay your bill.
- Follow through with payment arrangements.
- Pay a deposit when required.
- Allow the electric utility to access its equipment.

Consumer protections

Take steps to protect yourself.

- Before agreeing to your contract, always read and understand your disclosure statement and the terms and conditions.
- If you're concerned that your supplier isn't acting in good faith, contact them to discuss your concerns.
- If your supplier doesn't resolve your concerns, you have the right to file an informal complaint with the Public Utility Commission. Visit [puc.pa.gov](https://www.puc.pa.gov) for more information.





Ways to Save Energy

Find out more about Smart Meters and Act 129, and shop for your supplier, at www.PAPowerSwitch.com



Sealing air leaks is the first and most important step to home comfort.



You can keep hot water use to a minimum by washing only full loads in washers and dishwashers.



If your clothes dryer has an automatic cycle, use it, because drying more than needed wastes energy and wears out clothes.



You should check and clean your dryer exhaust vent occasionally and remove lint after each load.



You should weather-strip all doors and windows or install storm windows and doors to prevent drafts.



If you keep your thermostat set on 68 degrees in the winter, for every degree you raise or lower the setting, you can see a difference of up to 3 percent in energy costs.



If you block or restrict air flow by placing furniture over heating and cooling registers, your heating system and air conditioner will have to work harder.



You can set up a payment plan for your winter bills that is spread out over the year, not just the winter months. Call your electric or gas company and ask to be set up on Budget Billing.



You will get significant savings by lowering the water temperature setting to 120 degrees on your water heater.



Consider wrapping the hot water tank in a thermal blanket, which will help regulate the temperature and cut down on heat loss.



For safety reasons, wrap only the sides of a gas tank. Wrap the sides and top of an electric tank.



Air leaks in and out of your home around plumbing and wiring, around windows and doors, and where walls meet ceilings.



Lack of adequate weather-stripping can cost you \$50 or more a year in lost energy cost.



Washing clothes in cold water will not only prevent shrinking and fading, but will reduce your energy bill.



A seven-minute-or-less shower under a two-gallon-per-minute low-flow shower head is the more efficient than taking a bath in a bathtub full of water.



Your furnace requires routine maintenance, some from you, some from a furnace professional, in order to keep it safe and efficient.



Install a programmable thermostat which will lower the temperature while you sleep, and will raise it automatically just before you wake up.



It takes far less energy to lower the thermostat and then raise it later than to keep it set at the same setting at all times.



The more you can leave the air conditioner off, the more money you will save.



A quarter-inch gap at the base of a three-foot wide exterior door leaks as much air as a three-inch hole in the wall of your home.

FOR FURTHER INFORMATION, CONTACT THE PUBLIC UTILITY COMMISSION:

Write

PA Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265

Call

1-800-692-7380
For people with speech or hearing loss,
dial 7-1-1 (Telecommunications Relay
Service)

Visit our websites

www.PAPowerSwitch.com
www.puc.pa.gov





STRONG UTILITY OPPORTUNITIES

EXPANDING UTILITY EMPLOYMENT

THERE ARE MORE THAN

35,000



UTILITY JOBS IN PENNSYLVANIA



UTILITY JOBS
INCREASED BY

11%

OVER THE LAST DECADE

5X

JOB GROWTH FOR ALL INDUSTRIES

COMMON THEMES FOR UTILITY JOBS

MISSION DRIVEN

SAFETY FOCUSED

CRITICAL SERVICES

COMMUNITY ORIENTED

STRONG & INCREASING WAGES

\$93,685

AVERAGE ANNUAL
WAGE FOR PA
UTILITY WORKER



2X

THE AVERAGE FOR ALL INDUSTRIES



WAGES HAVE
GROWN

27.3%

OVER THE PAST DECADE

STATE AND NATIONAL PRIORITY

PUC WORKING TOGETHER WITH STATE AGENCIES & UTILITIES

NATIONAL ASSOCIATION IS WORKING WITH ORGANIZATIONS ACROSS THE COUNTRY

GREATER INFO-SHARING ABOUT AVAILABLE JOBS

ENHANCED RECRUITING EFFORTS (REGIONAL & NATIONAL)

PROMOTING TRAINING & APPRENTICESHIP PROGRAMS



PENNSYLVANIA PUBLIC UTILITY COMMISSION

1-800-692-7380

WWW.PUC.PA.GOV





UTILITY CAREERS

STRONG DEMAND FOR UTILITY WORKERS

1/3

UTILITY WORKFORCE
NEARING RETIREMENT AGE

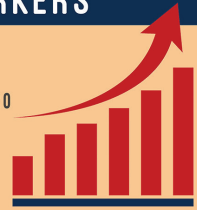


70,000+

HIRES (NATIONALLY) EXPECTED BY 2020

1.5 million

ADDED "ENERGY" JOBS BY 2030



TOP POSITIONS

- ENGINEERS
- TECHNICIANS
- FIELD OPS (LINE WORKERS, TROUBLESHOOTERS, REPAIR, CONSTRUCTION)
- PLANT OPERATIONS
- CUSTOMER SERVICE
- MECHANICS
- MAINTENANCE
- ANALYSTS
- IT
- CYBERSECURITY



IN DEMAND



- ENGINEERING
- TECHNICAL SYSTEMS
- CONTROL SYSTEMS
- COLLABORATION
- COMMUNICATION
- FIELD WORK
- COMPUTER SKILLS
- IT/CYBER
- MAP READING
- PROBLEM SOLVING

ADVANTAGES

GOOD STARTING PAY
\$40-\$60K
PER YEAR

TRAINING AND
ADVANCEMENT
OPPORTUNITIES



COMMUNITY BASED
(SERVING HOMETOWNS)



STABILITY &
GROWTH (ESSENTIAL
SERVICES, NOW
AND
IN THE
FUTURE)



PENNSYLVANIA PUBLIC UTILITY COMMISSION

1-800-692-7380

WWW.PUC.PA.GOV



PENNSYLVANIA PUBLIC
UTILITY COMMISSION



@PA_PUC

2019 Poverty Guidelines for Pennsylvania*

Monthly Gross Income

Household Size									
Percent of Poverty	1	2	3	4	5	6	7	8	each additional
50%	\$521	\$705	\$889	\$1,073	\$1,258	\$1,442	\$1,626	\$1,810	\$185
100%	\$1,041	\$1,410	\$1,778	\$2,146	\$2,515	\$2,883	\$3,251	\$3,620	\$369
150% LIHEAP/CAP	\$1,562	\$2,114	\$2,667	\$3,219	\$3,772	\$4,324	\$4,887	\$5,429	\$553
200% Dollar Energy Fund	\$2,082	\$2,819	\$3,555	\$4,292	\$5,029	\$5,765	\$6,502	\$7,239	\$737
250%	\$2,603	\$3,524	\$4,444	\$5,365	\$6,287	\$7,207	\$8,128	\$9,049	\$922
300%	\$3,123	\$4,230	\$5,334	\$6,438	\$7,545	\$8,649	\$9,753	\$10,860	\$1,107

*Poverty guidelines are updated annually in February.