



MANAGING UTILITY BILLS DURING THE CORONAVIRUS CRISIS

RESOURCES



There are many resources available to keep utility bills affordable, but consumers need to speak up and explore options with their utilities.

CONSERVE



Energy usage makes up the largest portion of monthly utility costs for most consumers, so conservation can reduce the size of future energy bills.

CALL PUC



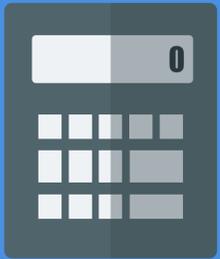
The PUC's Bureau of Consumer Services is available for questions and consumer complaints. Call 1-800-692-7380 or online at www.puc.pa.gov

Utility Customer Assistance Programs (CAPs)



CAPs offer discounted bills for qualifying low-income customers. If your family income has dropped because of the coronavirus emergency, it's possible that CAPs could reduce your monthly utility bill. If you're currently in a CAP and your income has dropped further, you may now qualify for an even lower payment.

Other Options to Help with Bills



BUDGET BILLING - Annual utility costs are averaged over 12 months so bills don't jump up or down from month to month;

PAYMENT PLANS - Help customers address past-due utility bills or delinquent balances over a period of time;

HARDSHIP FUNDS - Financial assistance programs supported by utilities and donations from utility customers, along with non-profit and charitable organizations operating in the Commonwealth.

LIFELINE for Phone & Internet Services



Contact your telephone company or a participating wireless services provider about Lifeline, a federal financial support program that helps eligible low-income consumers and households to keep their telephone and internet access services.

Conservation Can Make a Difference



Many households are now spending their entire day at home and increasing their use of computers and other devices. Simple things like switching off unneeded lights and appliances; sealing air leaks; running only full loads in washers, dryers and dishwashers; or adjusting thermostats a few degrees, can add up to substantial energy savings over the course of a month.

1-800-692-7380



Agents from the PUC's Bureau of Consumer Services are available to answer questions or take complaints if consumers do not believe a utility is being responsive.

www.puc.pa.gov



Visit the PUC website for consumer information and tips; more about special steps being taken during the current crisis; and to access online utility complaint forms.