

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of a Working Case to Consider the)	
Establishment of a Low-Income Customer Class or)	EW-2013-0045
Other Means to Help Make Electric Utility Services)	
Affordable.)	

In the Matter of a Working Case to Consider the)	
Establishment of a Low-Income Customer Class or)	GW-2013-0046
Other Means to Help Make Water Utility Services)	
Affordable.)	

In the Matter of a Working Case to Consider the)	
Establishment of a Low-Income Customer Class or)	WW-2013-0047
Other Means to Help Make Water Utility Services)	
Affordable.)	

THE OFFICE OF THE PUBLIC COUNSEL’S COMMENTS

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Comments states as follows:

BACKGROUND

On August 15, 2012, the Commission established Case No. EW-2013-0045, GW-2013-0046 and WW-2013-0047 in order to hear from utilities, organizations, individuals, and other stakeholders on ideas to reduce the financial burden on low-income customers while providing a fair and adequate return to the regulated utilities.

The Commission indicated that it wanted stakeholders to address the feasibility and advisability of establishing a low-income customer class based on the federal poverty level. Specifically the Commission indicated that comments should include an analysis of:

- 1) the practicality of establishing such a low-income class, including the effect on revenues and costs,
- 2) proposed guidelines for inclusion in such a class,
- 3) proposed verification procedures for participants,
- 4) the effect on the company's bad debt expense,
- 5) similar low-income rate-classes established in other states,
- 6) the legality of establishing a low-income rate-class, and
- 7) the appropriate rate or rate-formula for a low-income rate-class.

In addition, the Commission requested that stakeholders address any other means by which to assist low income residential customers (i.e., California's Low Income Oversight Board and programs administered by the California Public Utilities Commission such as the Energy Low Income Program (CARE), the Energy Savings Assistance Program, and the Family Rate Program (FERA)).

POSITION ON APPROPRIATE RATE OR RATE-FORMULA

According to the Campaign for Home Energy Assistance, in 2011 while there were about 684,000 LIHEAP qualified households in Missouri, qualifying at up to 135% of the Federal Poverty Level, only about 174,000 households received LIHEAP assistance. There is obviously a great unmet need for assistance. However, defining the Commission's authority to address this need through the regulatory process is a fundamental threshold in determining 1) if it is appropriate for the Commission to establish permanent low-income programs and 2) if so, how to best design programs to meet the needs of low-income consumers.

Public Counsel recognizes the Commission's authority to establish experimental programs designed to produce a net benefit to rate-payers and to establish permanent programs

that achieve costs savings. In the past Public Counsel has proposed programs such as the Pays Program¹ and experimental low-income programs. Public Counsel has also actively participated in the development and evaluation of conservation and efficiency programs designed to achieve net savings for ratepayers. However, unlike California and certain other states for energy, and unlike Missouri for telecommunications, there is no specific legislative mandate for the Commission to establish low-income support programs for electric, natural gas or water service. There is also no mandate that programs be paid for by other rate-payers. Absent such mandates, Public Counsel encourages the Commission to focus on ensuring that Missouri's utility consumers pay rates that are just and reasonable through the regulatory process. For example, the Commission has direct authority to determine the rate of return allowed for purposes of setting rates. Rate of return is a key determinant of the level of rates and therefore the affordability of rates. In a recent Ameren rate case, ER-2011-0028, the Commission allowed a return on equity of 10.2 % well in excess of consumers' annual wage increases, returns on savings and the average return on stocks measures according to the S&P 500 which grew an average of only 1.43% since 2007. Rate of return should be set with the understanding that while utilities must have the opportunity to earn a reasonable rate of return, a lower reasonable return protects utility and helps provide reasonable access to service for all while a higher reasonable return may benefit the company but may hinder reasonable access to service for all.

The Commission also has authority over terms of service that impact low-income consumers' ability to subscribe to and maintain service. The Commission can assist low-income customers by rejecting proposals to increase deposits, to collect deposits over a shorter time interval or to use credit scoring to determine deposits. In setting rates, the Commission can reject rate design proposals that seek to collect margin costs through fixed flat rate opting instead

¹ See Commission Case No. GR-2004-0209

for lower customer charges which allow low-use customers more discretion over the charges incurred for service.

To date, there is mixed evidence on the success of company specific low-income programs. There have been difficulties with program participation, coordination with social service agencies and high and duplicative administrative costs. Public Counsel does not support creating an oversight board at this time when it is still unclear if the existing experimental low-income programs or any alternative low-income programs should be implemented on a long-term basis.

If the Legislature intended for the Commission to establish a low-income program and oversight mechanism it could have explicitly authorized the Commission to do so as it did for the Missouri Universal Service Fund, Relay Missouri Fund and the Missouri Adaptive Telephone Equipment Program. Public Counsel can support and will participate in a taskforce charged with developing a comprehensive response to the questions asked by the Commission in this case. In addition Public Counsel recommends that if a taskforce is established for this purpose that the taskforce also address how best to facilitate voluntary contributions by consumers, the burden on non-participant low-income consumers and whether the one-directional nature of electric natural gas and water service impacts the appropriateness of cross-customer subsidization.

Many of the existing and expired experimental programs were funded at least in part with rate-payer monies. To the extent that ratepayers are called upon to fund a low-income program, the program should be designed so that it can reasonably be expected to balance the interests of those who receive support with the interests of those who provide it. Ratepayer funding for programs that cannot reasonably be expected promote both interests should not be imposed through the ratemaking process unless there is a specific legislative mandate to do so. Further,

the Commission should require that a party that proposes a particular program demonstrate the likely success of the program and that success will not come at an unreasonable cost.

PRACTICALITY

In Commission Case ER-2010-0036, the Commission requested information similar to some of the information requested in this case. Specifically, the Commission indicated that in addition to the mechanisms traditionally utilized to assist low income customers, the parties should address the feasibility of establishing an experimental "very low-income" customer class that would be based upon the federal poverty level. Due to legal and policy considerations Public Counsel took no position on whether "very low-income" should be the basis for establishing a unique customer class but did present information regarding measures that might be used to define "very low-income" and methods for targeting support to those customers. The same information regarding defining a low-income class based on the Federal Poverty Level was offered by Public Counsel in that case.

The method used by Public Counsel in ER-2010-0036 to determine a low-income discount involved determining an amount considered affordable to pay for the utility service depending on income. The discount was based on the difference between the affordable amount and the average bill of low-income customers. The concept of a household's "energy burden" is a generally accepted method of measuring the affordability of energy bills. Energy burden is determined by the proportion of household gross income spent on energy bills. Roger Colton, a recognized authority on low-income energy affordability, estimates that an "affordable burden" for total home energy bills may be set at 6% of gross household income. The 6% threshold was developed based on a study of affordable housing costs and the proportion of those costs related to energy consumption. A range of 4% to 6% reflects both a nationally recognized level and a

level specific to the average burden for our region. A similar method could be used to determine a low income energy rate so it is feasible to determine a low income rate based on the FPL. An affordable water burden would need to be determined to calculate a low-income water rate. Public Counsel takes no position on the affordable water burden at this time but is aware that the Environmental Protection Agency has utilized 2% of median household income.²

PROPOSED GUIDELINES

In general targeting support to “very low income” consumers will minimize the burden on other ratepayers. Low-income is often defined in terms of a household’s income and family size relative to Federal Poverty Guidelines.

Various federal programs treat household incomes of up to 200% of the FPL as low-income for purposes of providing income based assistance and services. However, thresholds of 125% to 150% are more commonly used. For example, thresholds of 125% to 150% of the FPL are generally used to determine eligibility for Federal and state LIHEAP programs.

An alternative method for defining low-income is as a percentage of median household income. This method is also used by certain federal and state agencies for purposes of determining eligibility for public assistance. For example, incomes below a certain percentage of median household income have been used to determine eligibility for LIHEAP and low-income housing assistance.

For purposes of establishing low-income energy assistance programs defining “very low-income” in terms of the FPL is administratively easier than a definition based on median income because of the more widespread use in Missouri of FPL based thresholds for use of administering LIHEAP. The U.S. Department of Housing and Urban Development (HUD) generally uses a threshold of 50% of the median household income to define “very low-income.”

² EPA 816-R-98-002, Feb. 1998.

For example, Missouri's 2008 median household income was \$46,408. Fifty percent of the median income or \$23,204 is somewhat above 100% above the FPL for a family of four.

PROPOSED VERIFICATION PROCEDURES

To minimize program costs to the extent possible, Public Counsel believes verification activities should be coordinated with agencies that already verify income for other types of assistance programs.

EFFECT ON BAD DEBT EXPENSE

While more affordable bills have the potential to increase the consistency of a company's revenue generated from low-income participants by reducing participants' late payment charges and unpaid balances, Public Counsel believes there is insufficient data available to determine what impact a low income rate may have on bad debt expense.

ACTIONS OF OTHER STATES

The Commission requested that stakeholders address other states' actions to assist low income residential customers (i.e., California's Low Income Oversight Board and programs administered by the California Public Utilities Commission such as the Energy Low Income Program (CARE), the Energy Savings Assistance Program, and the Family Rate Program (FERA)).

California's Low Income Oversight Board and programs are administered by the California Public Utilities Commission such as the Energy Low Income Program (CARE), the Energy Savings Assistance Program, and the Family Rate Program (FERA)). The California Alternate Rate for Energy (CARE) Program provides a 20% discount off the regular rate for electric and gas service for customers at or below 200% of the Federal Poverty Guideline regardless of household size. The Family Electric Rate Assistance Program (FERA) provides a

reduced rate for some usage for customers slightly above the Federal Poverty Guideline with household size of 3 or more. Customers may qualify for two years unless they are on a fixed income in which case they may qualify for four years. The programs are primarily funded through a surcharge on customer bill.

At this time Public Counsel can not recommend establishing a similar low-income support mechanism for Missouri. In addition to the difference in legislative direction regarding authority to establish a permanent low-income support mechanism, there is no evidence that offering a uniform 20% discount is necessary and sufficient to ensure affordability. A tiered structure of discounts, as currently used in Missouri experimental low-income programs is better able to distribute support based on household income and energy burden. A fixed 20% discount off the bill regardless of usage also provides no incentive for conservation or efficiency.

Public Counsel has not completed a full review of the types of low-income programs that exist in other states. However, in addition to California, other states including Massachusetts, Pennsylvania and Illinois have percentage of income based low-income programs offered by at least some utilities in the state. A brief description of these plans is included as Attachment 1.

Unlike California and certain other states for energy, and unlike Missouri for telecommunications, there is no specific legislative mandate for the Commission to establish low-income support programs for electric, natural gas or water service. There is also no mandate that programs be paid for by other rate-payers. Absent such mandates, Public Counsel encourages the Commission to focus on ensuring that Missouri's utility consumers pay rates that are just and reasonable through the regulatory process.

LEGALITY

The legality of establishing a low-income rate-class hinges on the issue of discrimination. Common law forbids all discrimination between two applicants who ask for the same service.³ Legislation and judicial decisions forbids any difference in utility rates which is not based upon difference of service, and even when based on a difference of service, the rates must have some reasonable relation to the amount of that difference, and cannot be so great as to produce unjust discrimination."⁴

Speaking to the subject of unjust discrimination by public utility corporations in respect to rates and service, the United States Supreme Court, through Mr. Justice Brewer, thus announced in *Western Union Telegraph Co. v. Call Pub. Co.*, 181 U.S. 92, 100: "All individuals have equal rights both in respect to service and charges. Of course, such equality of right does not prevent differences in the modes and kinds of service and different charges based thereon. There is no cast-iron line of uniformity which prevents a charge from being above or below a particular sum, or requires that the service shall be exactly along the same lines. But that principle of equality does forbid any difference in charge which is not based upon difference in service, and even when based upon difference of service, must have some reasonable relation to the amount of difference, and cannot be so great as to produce an unjust discrimination."⁵

The Commission may develop charges for service and reasonable classifications may be adopted, however, Missouri laws designed to enforce equality of service and charges and prevent unjust discrimination, require the same charge for doing a like and contemporaneous service under the same or substantially similar circumstances or conditions."⁶

Missouri courts have not spoken on the specific question of whether different charges to customers who are alike in all respects except for income would constitute undue discrimination. But for the purposes of a simple example, assume that the Commission establishes a low-income rate that is 10% lower than the otherwise-applicable residential rate, and that customers at or

³ *State ex rel. Laundry, Inc. v. Public Service Com.*, 327 Mo. 93, 110 (Mo. 1931).

⁴ *Id.*

⁵ *Id.* at 111.

⁶ *Id.* at 109.

below 125% of the Federal Poverty Guideline qualify for the low-income rate. Assume also that two customers live in identical apartments in an apartment complex, but that Customer A is just above the threshold and Customer B is just below the threshold. It seems likely that the residential customer who falls just above the threshold would have a strong argument based on Laundry that his higher rate is unduly discriminatory.

OTHER MEANS OF ASSISTANCE

Other means of assistance include the use of support distributed through community action agencies, company or shareholder programs and voluntary customer programs. With respect to these support mechanisms, the Commission's focus should be on coordination and transparency to ensure the funding is going where it is most effective and most needed.

Public Counsel believes that the Commission should focus on ensuring that utility rates are just and reasonable. A part of setting just and reasonable rates should be to insist that the rates provide for the opportunity to recover of the utility's reasonable cost of service while providing reasonable access to utility service for all. Reasonable access requires that the rates be affordable.

WHEREFORE, Public Counsel respectfully submits its Comments.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

/s/ Lewis R. Mills, Jr.

By: _____

Lewis R. Mills, Jr. (#35275)
Public Counsel
P O Box 2230
Jefferson City, MO 65102
(573) 751-1304
(573) 751-5562 FAX
lewis.mills@ded.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the parties of record this 7th day of September 2012:

/s/ Lewis R. Mills, Jr.

Home Contact Us Who We Are Newsletter Text Only State Snapshots

SEARCH

LIHEAP Referrals

State Programs

Tribal LIHEAP

LIHEAP Funding

Public Benefits

Disconnect Policies

State Supplements

LIHEAP Directors

Publications

Related Links



NCAT

National Center for
Appropriate Technology
3040 Continental Drive
Butte, MT 59702
(406) 494-8662
(406) 494-2905 fax
www.ncat.org

You are here: Home /

Massachusetts

FY 2011/2012 Low-Income Energy Programs

[Federal](#) | [Utility](#) | [Charitable](#)

Federal

LIHEAP Contact

Public Inquiries: 1-800-632-8175

[Website](#)

Local LIHEAP Administering Agency Contacts

<http://app1.ocd.state.ma.us/fuel/>

Weatherization Assistance Program

Local Administering Agency Contacts

[Website](#)

1-800-632-8175

LIHEAP FY 2012 Funding

\$132,731,128

LIHEAP Income Eligibility Level

60% State Median Income

LIHEAP FY 2011 Benefit

Heating: \$310 minimum, \$1,050 maximum for delivered fuel

\$750 maximum for gas or electric

LIHEAP Households Served (Estimate for FY 2011 Heating)

204,459

LIHEAP Program Dates

Heating and Crisis: November 1 - April 30

Utility

[Search By Utility](#)

Low-Income Rate Assistance

Over a dozen gas, electric and combination IOUs offer utility rate discounts totaling nearly \$40 million per year and ranging from 20 percent to 42 percent off the low-income customer bill. These discounts were negotiated during the past two decades and were required to continue under Massachusetts' restructuring legislation. Households earning less than 175 percent of Federal Poverty Guidelines, or receiving one of several means tested programs, including LIHEAP, Food Stamps, TANF and SSI are eligible.

NSTAR

R2 Discount Rate

Discount rate for customers who receive certain government means-tested benefits or qualify for fuel assistance.

800-592-2000

www.nstar.com/residential/financial_assistance/default.asp

KeySpan Energy Delivery (Boston, Essex and Colonial Gas Companies)

You may receive a discount if you are a low-income residential customer and participate in the following public assistance programs: SSI, AFDC, Medicaid, E.A.E.D.C., Food Stamps, Refugee Resettlement, Fuel Assistance or Massachusetts Veterans Service Benefits (G.L.C. 115).

www.keyspanenergy.com/customer/saving/

KeySpan Energy Delivery

On Track

On Track works with 350 low-income 1-2 family heating customers, who are receiving public assistance, to help them resolve financial difficulties. Each participant receives a financial and energy home study kit that includes audio tapes and work books and individualized customer services tools like: household financial analysis, how to develop an affordable payment plan for past due and future bills, information referrals to financial assistance programs, assistance with applications for government and non-profit benefits and support groups. Many customers also become eligible for bill forgiveness up to \$400.

1-800-503-5172

www.keyspanenergy.com/customer/saving/

Massachusetts Electric

Monthly discount for customers with income at or below 200% FPG and who receive assistance from certain public benefit programs.
 Download an [application](#).
 1-800-322-3223
www.nationalgridus.com/masselectric/home/rates/4_lowincome.asp

Nantucket Electric

Monthly discount for customers with income at or below 175% FPG and who receive assistance from certain public benefit programs.
 Download an [application](#).
 1-800-322-3223
www.nationalgridus.com/nantucket/home/rates/4_lowincome.asp

Western Massachusetts Electric

- Residential Discount Rate

Discount rate for income-eligible residential customers who participate in certain state and federal assistance programs and whose income falls within 175% of federal poverty guidelines as listed on the current Residential Discount Rate Application form. For more information, call at 781-4300 (within the Springfield calling area) or 800-286-2000 (outside the Springfield calling area) or visit your local [community action agency](#).

Application: [English](#), [Spanish](#)

www.wmeco.com/community/paymentassistance/discountrate.aspx

- NUSStart

An arrearage management program designed to help you manage your electric bill. WMECO will help you develop a monthly budget. Each month you make a timely payment you will earn credits to pay off your outstanding bill and WMECO will take a portion of what you owe off your old balance.

Eligibility requirements: must be a current WMECO residential customer; must apply for and receive an energy assistance payment; balance must be \$100 or more and at least 60 days overdue; income must fall at or below 200% of the federal poverty guidelines

Call the NUSStart team at 800-286-5844 (toll-free) for information or to enroll.

www.wmeco.com/community/paymentassistance/nustart.aspx

Berkshire Gas

- Discounted Residential Rates

Discounted non-heating and heating delivery charges are available to low-income customers who qualify for any means-tested public assistance programs or LIHEAP and household income is at or below 200% of the federal poverty level.

1-800-292-5012

[website](#)

- Residential Arrearage Management Program" (RAMP)

Provides financial assistance to eligible low-income customers with active accounts that have outstanding bills in arrears. Eligible low-income customers may qualify for forgiveness of past due bills for natural gas service. Program participants receive credits to their past due account up to a lifetime maximum of \$3,000 once all program requirements have been met. (Some restrictions may apply.) Contact your local Community Action Council.

Berkshire Community Action Council (BCAC)

Great Barrington 413-528-1947

Pittsfield 413-445-5671

North Adams 413-663-3014

Franklin Community Action Council (FCAC)

Amherst 413-774-2310

Greenfield 413-774-2318

[website](#)

- Residential Assistance for Families in Transition (RAFT) Program

RAFT is a state-funded program for families at risk of homelessness. RAFT helps families who are behind on rent, mortgage payments, or utility bills. RAFT also helps families who have to move but do not have enough money to pay a security deposit, utility startup costs, or first/last month's rent. Families can get up to \$3000. Funding is limited. Not all eligible families get help. Eligibility requirements include:

- Homeless family lacking permanent residence or at risk of homelessness
- Family of two or more with dependent child under 21 or disabled adult
- Sufficient income to support future expenses
- Rent/mortgage payment cannot exceed 50% of income
- Meet 50% of median income guideline for household size
- Documentation and verification of address, income, financial hardship and utility arrearage

To apply for RAFT, you should contact the regional [Housing Consumer Education Center \(HCEC\)](#) that serves your city or town.

To find your regional HCEC, call 1-800-224-5124.

www.massresources.org/raft.html

Citizens Energy / Distrigas

Heat Assistance Program (CEDHAP)

Provides a \$150 utility bill credit to eligible households who heat with natural gas. The program is run by Citizens Energy and funded by Distrigas.

1-866-427-9918

Essex County Gas Company

Twenty percent discount. Residential heating rate will change from R-03 to R-04. Secondary users (non-heat) will change from R-01 to R-02.

Unitil/Fitchburg Gas and Electric Light Company

Discount Rate Program for residential customers who qualify for any means-tested public assistance programs and household income is at or below 200% of the federal poverty level.

Applications are available online in English and Spanish.

1-888-301-7700

http://services.unitil.com/mass/residential_discount_rate.asp

Littleton Electric Light Department

Senior Citizen and Disabled Customer Discounts

The base customer charge is waived for senior citizens (age 62 and over) and handicapped persons.

978-540-2222

Middleborough Gas and Electric Department

Senior Discount

Customers 60 years and older can apply for an additional 5% senior discount, which is added to the 10% prompt payment discount when the bill is paid within 10 days and the account is current.

508-947-1371

www.mgandonline.com/ForYourHome/OurRates/ResSummary.asp

North Attleborough Electric Department

Residential Assistance A 5

Discount rate available upon verification of a customer's receipt of any means tested public benefit, or verification of eligibility for the low income home energy assistance program, or its successor program, for which eligibility does not exceed 175 percent of the federal poverty level based upon a household & gross income.

508-643-6300, 1-800-394-2662

www.naelectric.com/documents/Res_A5_RateSheet04_12=24.pdf

Low-Income Energy Efficiency

Customers of Massachusetts regulated electric and gas companies who receive the low-income discount rate may also be eligible for free energy efficiency services that may include energy audits, electric baseload measures, appliance efficiency services, attic and wall insulation, air sealing and heating system replacement. Contact local Community Action agencies or call 1-800-632-8175.

Berkshire Gas

- **Energy Efficiency Program**

Heating customers are eligible for 100% of the installed cost of the following energy-saving measures:

Attic Insulation

Duct Insulation

Floor Insulation

Wall Insulation

Pipe Insulation

Clock Thermostats

Crawl Space Insulation

Instrumented Air Sealing

Call 1-800-944-3212

[website](#)

City of Boston

- **HeatWorks**

The Department of Neighborhood Development has partnered with Keyspan Energy Corporation and Action for Boston Community Development, Inc. (ABCD), to create HeatWorks, a program for eligible senior homeowners who are 60 years of age and older, who are owner-occupants of a residential 1-4 family property in the City of Boston, and whose income does not exceed 80% of median family income as determined by HUD (\$52,950 for a 2-person household). Services may include: weatherization /Insulation; replacement of broken heating system with an energy efficient one and technical assistance from DND construction specialists

617-635-0338

www.cityofboston.gov/dnd/hos/A_HeatWorks.asp

- **Senior Home Emergency Home Repair Program**

Helping seniors prepare their homes for the winter is a specialty of DND's Senior Homeowner Services unit. DND is assisted by a

number of neighborhood-based agencies, including NOAH; ESAC, Kit Clark and United Southend Settlements.
617 635-0600

KeySpan Energy Delivery

Free weatherization services for customers on the R32 and R4 discount rate. A homeowner or renter may qualify for up to \$4,500 in weatherization services including: an energy audit; attic and wall insulation; air sealing; heating system replacement (homeowners only) and safety inspection after services have been completed.

Contact local Community Action Agency
www.keyspanenergy.com/pshome/energy/

Massachusetts Electric

Energy Efficiency and Conservation Programs

Special services are available to low income customers to help lower electric bills. For more information, contact your local Community Action agency or visit the MassSAVE website or call 1-800-632-8300.

www.nationalgridus.com/masselectric/home/energyeff/4_energy_svcs.asp

NSTAR

- MassSAVE

Energy efficiency specialists will answer your energy-saving questions and determine your eligibility for a Home Energy Assessment. The assessment includes an analysis of your home's energy use, advice for saving energy and rebate offers on recommended energy improvements. Call 800-632-8300 or visit www.masssave.com for more information.

- If you currently receive NSTAR's Discount Rate, you may be eligible for a free home energy consultation, which may include the installation of conservation measures and refrigerator metering. Your rate code and usage information appears on your NSTAR bill. Community Action, Heating Assistance Program or visit the Mass Save web site.
www.nstar.com/residential/energy_efficiency/electric_programs/lower-income.asp

Unitil (Fitchburg Gas and Electric Light Company)

- Customers of Massachusetts' regulated electric and gas companies who receive the low-income discount rate may also be eligible for free energy efficiency services that may include energy audits, electric baseload measures, appliance efficiency services, attic and wall insulation, air sealing and heating system replacement. Contact local Community Action agencies or call 1-800-632-8175.

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Good Neighbor Energy Fund

Utilities and utility customers fund the Good Neighbor Energy Fund across Massachusetts. The Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must be within 60-80 percent of the State Median Income. Apply by contacting your local Salvation Army Service Center. For more information on the fund and how to apply, visit your local Salvation Army Service Center, please call: 1-800-334-3047 (serving area codes 508, 617, 781 and 978) or 1-800-262-1320 (serving area code 413)
www.magoodneighbor.org/assistance.html

UniBank Fuel Assistance Fund

Funds may be available to Blackstone Valley residents who do not qualify under traditional income guidelines, to families who cannot afford the standard 100-gallon minimum delivery amount, or to those families who may have already reached their annual limit for fuel oil benefits. For more information on applying for a grant, contact the Worcester Community Action Council, Inc. by calling 508-754-1176. You may also apply in writing or in person at 484 Main Street, 2nd Floor, Worcester, MA 01608.

Page last updated: August 30, 2012

[Home](#) [Contact Us](#) [Who We Are](#) [Newsletter](#) [Text Only](#) [State Snapshots](#)

You are here: [Home](#) /

Pennsylvania

FY 2011/2012 Low-Income Energy Programs

[Federal](#) | [Utility](#) | [Charitable](#)

Federal

LIHEAP Contact

Public Inquiries: 1-866-857-7095; TDD 1-800-451-5886

Website: www.dpw.state.pa.us/foradults/heatingassistanceliheap/index.htm

LIHEAP Administering Agency Contact

[County Assistance Office Contact Information](#)

Weatherization Assistance Program

[Local Administering Agency Contacts](#)

[Website](#)

LIHEAP FY 2012 Funding

\$209,548,185

LIHEAP Income Eligibility Level

[160% Federal Poverty Guidelines](#)

LIHEAP FY 2011 Benefit

Heating: \$300 minimum, \$1,000 maximum

LIHEAP Households Served (Estimate for FY 2010 Heating)

547,000

LIHEAP Program Dates

Heating: November 1 - April 13

Crisis: January 3 - April 13

Utility

[Search By Utility](#)

Low-income Rate Assistance

Pennsylvania's major gas and electric utilities are required to provide Customer Assistance Programs (CAPs), which generally provide a percentage of bill plan or a percentage of income payment plan, wherein low-income customers' utility payments are based upon their incomes and/or utility bills. Some programs include utility arrearage forgiveness; others provide flat rate discounts or bill credits. Under electric and gas restructuring legislation all electric and gas utilities are required to offer universal service programs, to include CAPs, and to continue pre-restructuring low-income programs.

Low-Income Energy Efficiency

Mandated by a 1987 PUC order, the Low-Income Usage Reduction Program (LIURP) was renewed in 1992 through 1996, and continued under universal service provisions of electric and gas utility restructuring legislation. The state's 15 major gas and electric utilities participate in LIURP with a pre-restructuring funding level of about 2/10 of one percent of each utility's total revenues. LIURP includes an education component that addresses energy savings, regular bill payment behavior and provides application assistance.

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

www.directlinkservices.com/nisource/portal/pa/

- CAP

SEARCH

[LIHEAP Referrals](#)

[State Programs](#)

[Tribal LIHEAP](#)

[LIHEAP Funding](#)

[Public Benefits](#)

[Disconnect Policies](#)

[State Supplements](#)

[LIHEAP Directors](#)

[Publications](#)

[Related Links](#)



NCAT

National Center for
Appropriate Technology
3040 Continental Drive
Butte, MT 59702
(406) 494-8662
(406) 494-2905 fax
www.ncat.org

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.

www.duquesnelight.com/CustomerServices/bills&payments/

- Smart Comfort

Energy audit, free weatherization measures, energy education and services and measures to reduce your electric use and lower your monthly bill.

www.duquesnelight.com/CustomerServices/bills&payments/

Equitable Gas of Pennsylvania

- Energy Assistance Program (EAP)

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.

www.equitablegas.com/payment/specialProgs/EAP.aspx?f=res

- 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

www.equitablegas.com/payment/specialProgs/LIURP.aspx?f=res

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.

www.natfuel.com/forhome/special_services.htm

- 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

www.peco.com/CustomerService/AssistancePrograms/Pages/default.aspx

- 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.

- 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. Eligibility: at or below 150% of federal poverty guidelines.

- 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

www.pplelectric.com/Residential+Customers/

- 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

www.pplelectric.com/Residential+Customers/

Peoples Natural Gas

- CAP

Participants make affordable payments to maintain gas service by paying between 8 and 10 percent of their total monthly before tax household income each month. If you have received a LIHEAP grant, you may be automatically eligible to participate in CAP. Call 1-800-400-WARM (9276) for more information and to see if you qualify.

- LIURP

Based on income and energy usage, customers may be eligible to receive heating system retrofits, weather-stripping, caulking, insulation and other energy-saving measures. Call 1-800-764-0111 for more information.

Philadelphia Gas Works

215-684-6100

www.pgworks.com/index.asp?NID=103

- 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.

UGI Central Penn Gas (formerly PPL Gas)

- Customer Assistance Program (CAP)

The CAP offers a monthly payment based on a percentage of your household gross income, household size and usage at the property. In most cases, this program will help make UGI bills more affordable. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/CAP

- LIURP

Free weatherization to qualifying low income residential customers. This could include insulation, thermal improvements of doors and/or windows, infiltration reduction, an energy efficient appliance, and high efficiency lighting.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/LIURP

UGI Penn Natural Gas

1-800-844-9276

- Customer Assistance Program (CAP)

The CAP offers a monthly payment based on a percentage of your household gross income, household size and usage at the property. In most cases, this program will help make UGI bills more affordable. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/CAP

- LIURP

Free weatherization to qualifying low income residential customers. This could include insulation, thermal improvements of doors and/or windows, infiltration reduction, an energy efficient appliance, and high efficiency lighting.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/LIURP

UGI Utilities Inc. - Electric Division

1-800-844-9276

- Customer Assistance Program (CAP)

The CAP offers a monthly payment based on a percentage of your household gross income, household size and usage at the property. In most cases, this program will help make UGI bills more affordable. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/CAP

- LIURP

Free weatherization to qualifying low income residential customers. This could include insulation, thermal improvements of doors and/or windows, infiltration reduction, an energy efficient appliance, and high efficiency lighting.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/LIURP

UGI Utilities Inc. - Gas Division

1-800-844-9276

- Customer Assistance Program (CAP)

The CAP offers a monthly payment based on a percentage of your household gross income, household size and usage at the property. In most cases, this program will help make UGI bills more affordable. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/CAP

- 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 customers at the same address for at least 12 months before you can qualify for these services.

www.ugi.com/portal/page/portal/UGI/Account_Services/LIURP

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Dollar Energy Hardship Fund

The \$1 Energy Fund, Inc. was founded in 1983 in Western Pennsylvania by a coalition of concerned community, religious, and business leaders, and has grown to become the fourth largest fuel fund in the country, both in clients served and dollars granted. The fund partners with utility companies across Pennsylvania. Each company matches every donation dollar for dollar and makes a separate donation towards administrative expenses. Applicants should contact their local community action agency.

www.dollarenergy.org/

Philadelphia Utility Emergency Services Fund

The Philadelphia Utility Emergency Services Fund is one of the largest fuel funds in the country, providing over \$2 million annually in

energy crisis assistance benefits in recent years. It was created by utility companies, public officials, business leaders, and community organizations in response to increased terminations of gas, electric, and water service coupled with inadequate LIHEAP benefits. Philadelphia's three major utilities (gas, electric and water) provide a dollar-for-dollar match to every dollar raised and contribute to the fund's operating costs. Individuals can access the Utility Grant Program at any one of the UESF Intake Sites, and at the UESF Central Office. At these sites, they can also receive access to a vast array of other energy, energy related, and other services.
<http://www.uesfacts.org/utility-grant-program.html>

National Fuel Gas

Neighbor For Neighbor Heat Fund

The fund is supported by customer, employee and shareholder donations that are used for cash grants to prevent disconnection of utility service, pay current or past due energy bills or purchase home heating fuel of any kind. Eligible customers include seniors 55 years or older and households with a member that has a handicap or disability that reduces household income. Applications are screened and grants are administered by human service organizations from the 14 Northwestern Pennsylvania counties.
1-800-365-3234 or 814-871-8200

www.natfuel.com/forhome/PaymentAssistance.htm

PECO

Matching Energy Assistance Fund (MEAF)

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.

1-800-774-7040

www.peco.com/CustomerService/AssistancePrograms/Pages/default.aspx

PPL

Operation Help

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.

1-800-342-5775

www.pplelectric.com/Residential+Customers/

Pennsylvania Power Company

Reach Hardship Fund

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.

1-800-720-3600

UGI Central Penn Gas (formerly PPL Gas)

Operation SHARE

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.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/Operation_Share

UGI Penn Natural Gas

Operation Share

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.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/Operation_Share

UGI Utilities, Inc. Electric Division

Operation Share

Through UGI's Operation Share, customers can help troubled families meet their energy needs. For every \$2 donated, UGI adds another \$1 of funding, up to \$4000 per year. The Commission on Economic Opportunity (CEO) administers the program and determines eligibility for assistance.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/Operation_Share

UGI Utilities, Inc. Gas Division

Operation Share

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.

1-800-844-9276

www.ugi.com/portal/page/portal/UGI/Account_Services/Operation_Share

Adams Electric Cooperative

Project Helping Hand

Customer donations help less fortunate co-op members who are unable to pay their electric bills.

1-888-232-6732

www.adamsec.com/projecthelpinghand.aspx

Central Electric Cooperative

Family Fund Energy Assistance Program

Funds from members, employees and Cooperative matching funds assist member-families with heating bills.

Allegheny County – Department of Human Services: 412-350-3911

Armstrong County – Community Action Office: 724-548-3405

Butler County – The Salvation Army: 724-287-5532

Clarion County – Charitable Deeds: 814-797-0286

Forest County – Information & Referral Service 800-222-1706

Venango County – Office of Economic Opportunity: 814-432-9767

www.central.coop/account-center/energy-assistance/

Centre County Fuel Bank

For more information on how to get help paying for your heating oil, call the Centre County Community Help Line at 1-800-494-2500.

Citizen's Electric

\$ Energy Fund

Eligible families must apply for all available energy assistance grants before applying to the \$1 Energy Fund, and meet the grant program guidelines that include making a sincere effort of payment. Applications for the \$1 Energy funds are available at the Citizens' Electric Company office, 1775 Industrial Blvd. in Lewisburg.

www.citizeselectric.com/DollarEnergy.asp

Claverack Electric Cooperative

Operation Round-Up

Members donations help low-income and in-need families in Claverack service territory. Contact the fund administrator, your county's Energy Assistance Office for application.

1-800-326-9799 or 570-265-2167

www.claverack.com/content/operation-roundup

Montgomery County

An emergency fuel fund for eligible seniors and disabled 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.

New Enterprise REC

Family In Need Fund

Member donations provide assistance to families in need. The Center for Community Action determines eligibility for these funds.

814-766-3221 ext. 224

www.newenterpriserec.com/familyinneed.aspx

Northwestern Rural Electric Cooperative

Member to Member

Member donations are matched by the Co-op and the funds will be used to help benefit members who are struggling to pay their electric bill. The agencies listed below accept applications and determine who qualifies.

- Erie County
 - St. Martins Center
 - Union City Family Support Center
 - 1-814-438-7550
- Venango & Forest Counties
 - American Red Cross
- Warren County
 - Associated Charities
- Mercer County
 - Center for Family Services
- Crawford County
 - Western - Center for Family Services
 - Eastern - Associated Charities

For more information about these services, contact Consumer Services at 800-352-0014. www.northwesternrec.com/myCoop/programsAndSolutions/consumerServices/MembertoMemberCS.aspx

REA Energy Cooperative

Members Sharing With Members Fund

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.

724-349-4800 or 800-211-5667

www.reaenergy.com/content/operation-round

Spring City and Royersford

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.

610-948-5111

Wellsboro Electric Company

\$ Energy Fund

Provides grants to low income residential customers for electric bills. To qualify for assistance, certain guidelines must be met:

- Eligible customers must apply for all available assistance grants before applying to the \$1 Energy Fund
- They must meet the grant program guidelines, including making a sincere effort of payment (at least \$100 on their account in the last 90 days).
- Applicants must have a balance on their utility bill of at least \$100.

Applications for aid through the \$1 Energy Fund will be available at the Wellsboro Electric Office.
570-724-3516
www.wellsboroelectric.com/weco/dollarNrgFnd.asp

Page last updated: August 30, 2012

© 2005-2012 NCAT

[Site Map](#)

Phone: (406) 494-8662

Fax: (406) 494-2905

Email: [LIHEAP Webmaster](#)

[Home](#)[Contact Us](#)[Who We Are](#)[Newsletter](#)[Text Only](#)[State Snapshots](#)You are here: [Home](#) /

Illinois

FY 2012/2013 Low-Income Energy Programs

[Federal](#) | [State/Local](#) | [Utility](#) | [Charitable](#)

Federal

LIHEAP Contact:

Public Inquiries: 1-877-411-9276

Website: www.commerce.state.il.us/dceo/Bureaus/Energy+Assistance/Illinois+LIHEAP/

LIHEAP Administering Agency Contacts

[Find your local agency](#)

Weatherization Assistance Program

[Local Administering Agency Contacts](#)[Website](#)

LIHEAP FY 2012 Funding

\$185,683,819

LIHEAP Income Eligibility Level

150% Federal Poverty Level

LIHEAP FY 2011 Benefit

Heating: \$100 minimum, \$450 average, \$1,905 maximum

LIHEAP Households Served (Estimate for FY 2012 Heating)

371,332

LIHEAP Program Dates

Heating: November 1 – March 30 (September 4 start for seniors, disabled and families with young children)

Crisis: October 1 - April 30

State/Local

Low-Income Rate Assistance and Energy Efficiency

Effective 1998, the Supplemental Low-Income Energy Assistance Fund (SLEAF) was authorized through electric utility restructuring legislation. The law directed gas and electric utilities to assess a monthly surcharge from customers and deposit it into a state fund, which the General Assembly appropriates yearly to the state Department of Commerce and Community Affairs, the LIHEAP and weatherization grantee. Annually, about 80 percent of the fund, \$65 million, goes for low-income bill payment assistance, and 10 percent, about \$7.6 million, supplements the state's weatherization program. LIHEAP makes payments from the fund directly to utilities. SLEAF funds may be used only for assistance to low-income customers of the utilities that assess the surcharge.

City Of Chicago

Emergency Housing Assistance Program

Emergency repair grants are available to qualified low-income homeowners. This may include repair or replacement of heating units, emergency roof repairs and other energy saving conservation activities. Applications are taken at the City of Chicago Department of Housing, 33 North LaSalle Street Chicago, IL 60602. You may also call 311 for more information.

Utility

Search By Utility

Low-Income Rate Assistance

Ameren

- Percentage of Income Payment Plan (PIPP)

Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.

- Hardship Assistance for Residential Customers

The local community action agencies distribute these program funds based on the hardship experienced by customers with

SEARCH

[LIHEAP Referrals](#)[State Programs](#)[Tribal LIHEAP](#)[LIHEAP Funding](#)[Public Benefits](#)[Disconnect Policies](#)[State Supplements](#)[LIHEAP Directors](#)[Publications](#)[Related Links](#)

NCAT

National Center for
Appropriate Technology
3040 Continental Drive
Butte, MT 59702
(406) 494-8662
(406) 494-2905 fax
www.ncat.org

household incomes of up to 400 percent of the federal poverty level. The agencies may award grants of up to \$600 per household. Customers may call 1-877-411-9276 to obtain the name and address of their local community action agency.

- **Good Samaritan Initiative**
Qualified participants can get their service restored by paying 20 percent or \$250 of their remaining balance. To qualify, utility customers must have account balances too high to be covered by the state's Low Income Home Energy Assistance Program, but less than \$3,000. The initiative is run by the Illinois Department of Healthcare and Family Services. Contact your local community action agency.
- **Warm Neighbors Cool Friends**
Provides bill payment assistance for qualifying customers — the program is designed to help those who generally do not qualify for federal or state heating assistance. The program targets low- to moderate-income families and senior citizens at 150-200% of poverty. Eligible households can receive up to \$700 a year to help pay for energy costs (\$350 during the heating season and \$350 during the cooling season.) To receive assistance, qualifying customers must first make a payment on their utility account; Warm Neighbors Cool Friends will then make a matching payment. A statewide network of social service agencies and community organizations determine applicant eligibility. Find an agency near you or call 1-888-690-5700.
<http://warmneighborscoolfriends.com/>

ComEd

Rate Relief Program

- **Percentage of Income Payment Plan (PIPP)**
Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.
- **Summer Assistance Program:** A one-time \$30 credit for Low Income Home Energy Assistance Program participants with household incomes up to 200 percent of the poverty level. Program Dates: June 1 - Aug. 31. Apply at your local LIHEAP administering agency.
- **Fresh Start**
LIHEAP-approved space-heating customers may qualify to participate in the Fresh Start Arrearage Reduction Program, which provides monthly credits of up to \$150 a month for qualifying customers who begin and continue to pay their electric bills on time.
For more information: Call ComEd CARE at 888-806-2273
- **Residential Special Hardship Fund**
Help is available for households with a financial hardship due to job loss, illness, military deployment, disability, or for senior households. Income-eligible, residential customers can apply once every 2 years for grants of up to \$500 based on need and availability of program funds. This fund applies to residential customers with household incomes up to 250% of the federal poverty level who identify a hardship issue — including documented medical, military, senior, or disability hardships among others. Apply at your local community action agency.
www.comed.com/customer-service/assistance-programs/Pages/residential-hardship.aspx
- **C.H.A.M.P (ComEd Helps Activated Military Personnel):** Special services and benefits, including a one-time cash stipend, deferred billing, extended due dates, and late charges cancellation.
Eligibility: Military deployment and disabled veterans with 2 years or more of service
Dates: Year-round
To Apply: Applications available online. Call ComEd CARE at 888-806-CARE (2273)
www.comed.com/customer-service/assistance-programs/Pages/champ.aspx

Nicor Gas

- **Percentage of Income Payment Plan (PIPP)**
Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.
- **Good Samaritan Initiative**
Qualified participants can get their service restored by paying 20 percent or \$250 of their remaining balance. To qualify, utility customers must have account balances too high to be covered by the state's Low Income Home Energy Assistance Program, but less than \$3,000. The initiative is run by the Illinois Department of Healthcare and Family Services. Apply at your local LIHEAP administering agency.

Northshore Gas

- **Percentage of Income Payment Plan (PIPP)**

Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.

- Good Samaritan Initiative

Qualified participants can get their service restored by paying 20 percent or \$250 of their remaining balance. To qualify, utility customers must have account balances too high to be covered by the state's Low Income Home Energy Assistance Program, but less than \$3,000. The initiative is run by the Illinois Department of Healthcare and Family Services. Apply at your local LIHEAP administering agency.

Peoples Gas

- Percentage of Income Payment Plan (PIPP)

Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.

- Good Samaritan Initiative

Qualified participants can get their service restored by paying 20 percent or \$250 of their remaining balance. To qualify, utility customers must have account balances too high to be covered by the state's Low Income Home Energy Assistance Program, but less than \$3,000. The initiative is run by the Illinois Department of Healthcare and Family Services. Apply at your local LIHEAP administering agency.

Springfield City Water Light & Power

Senior Citizen Discount Rate

A 10% discount for customers 62 years of age or older with a total household income no greater than 275% of the Federal Poverty Guidelines. For a printed application and more information view the website listed below.

217-789-2233

www.cwlp.com/customer_service/your_account/senior_citizen_rate.htm

Low-Income Energy Efficiency

Ameren

Warm Neighbors Cool Friends

Provides bill weatherization assistance for qualifying customers — the program is designed to help those who generally do not qualify for federal or state heating assistance. The program targets low- to moderate-income families and senior citizens at 200-300% of poverty. The home weatherization program typically includes basic energy-efficiency measures, such as insulation, air sealing, caulking and weather-stripping. These measures vary depending on local community initiatives. A statewide network of social service agencies and community organizations determine applicant eligibility. Find an agency near you or call 1-888-690-5700.

<http://warmneighborscoolfriends.com/>

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Ameren

Dollar More

Funds pay for a wide variety of home energy bills including electric, gas, oil and propane. All Dollar More contributions go to those who need help through a network of human services agencies. Find an agency for assistance at apps.ameren.com/apps/dollarmore/Dollarmoreagencies.aspx

800-755-5000

Atmos Energy

Sharing the Warmth

Customer donations combine with company donations to help people pay their gas bills. All donations go directly to local people in need that meet criteria established by each individual program's guidelines.

Bond, Clinton, Marion, Washington counties: contact BCMW, 618-532-7388

Clay, Effingham, Fayette, Shelby counties contact:

C.E.F.S., 217-342-2193 x143

Illinois Valley Economic Dev. Corp, 217-839-4431

Shawnee Development Council, 618-524-2941

Wabash Area Development Inc, 618-252-2680

Mid-American Energy Company

I CARE

I CARE assists those who are unemployed, living on fixed or low incomes or experiencing a family crisis by helping pay their heating bills or making their homes more energy efficient. To qualify, customers must also meet their state's LIHEAP guidelines.

1-888-427-5632

www.midamericanenergy.com/html/service9.asp

Nicor Gas

Sharing Program

Provides one-time annual grants to qualified residential customers. Administered by the Salvation Army, the Sharing Program funded by direct contributions from Nicor Gas' customers and employees. To receive a Sharing grant, you must meet income guidelines and apply in person at your local Salvation Army office.

www.nicor.com/en_us/residential/financial_assistance/sharing.htm

**Northshore Gas
Share the Warmth**

Administered for North Shore Gas by the Community and Economic Development Association of Cook County (CEDA), Share the Warmth provides heating grants to limited and fixed-income households. Eligible customers who make a payment toward their bills receive matching grants of up to \$200. To apply for assistance call the Community and Economic Development Association (CEDA) at 800-571-2332 or visit one of the [CEDA locations](#).

www.northshoregasdelivery.com/home/share_warmth.aspx

**Peoples Energy Corporation
Share the Warmth**

Administered for Peoples Gas by the Community and Economic Development Association of Cook County (CEDA), Share the Warmth provides heating grants to limited and fixed-income households. Eligible customers who make a payment toward their bills receive matching grants of up to \$200. Call CEDA at 800-571-2332 or visit one of the [CEDA locations](#).

www.peoplesgasdelivery.com/home/share_warmth.aspx

**Springfield City Water Light and Power
RELIEF**

To qualify, a customer must have a delinquent CWLP bill, be able to pay a portion of it, have a total household income for the previous 90 days of no more than 150 percent of the federal poverty guidelines and have exhausted all other resources, including the Low Income Home Energy Assistance Program. The program starts on or around December 1 of each year and runs through May or until funds are exhausted, whichever comes first.

To apply, call 789-2414

www.cwlp.com/customer_service/your_account/bill_assistance.htm

**Wayne-White Counties Electric Cooperative
WORKS**

Grants are available for individuals in need and for 501(c)3 organizations. The purpose of the program is to meet a critical need that is currently not being met by any other means. Grants are limited to \$2,500 for individuals and funded by customer donations. The WORKS grant program is only available to eligible member-customers of Wayne-White Electric Cooperative in southern Illinois, therefore applications from outside their customer area will not be accepted and are not eligible for assistance through the WORKS program.

618-842-2196

www.waynewhitecoop.com/pages/WORKS

Page last updated: September 5, 2012