

# Universal Services

## *PECO Energy Programs To Assist Customers In Meeting Their Energy Needs*

PECO offers many different assistance programs, like those listed below, to help your constituents. The following information may be helpful when addressing the needs of your community. For additional information, please contact Patricia Fennell at 1-215-841-6755.

### **Budget Billing:**

All customers are eligible for this energy management service. Budget Billing makes short-term fluctuation in monthly bills much easier to handle by dividing annual energy costs evenly over 12 months. Customers can call 1-800-494-4000 for more information on budget billing programs.

### **CAP Rate:**

CAP is a discounted residential tariff rate for low-income PECO customers. There are five discounted electric rates and two discounted natural gas rates available for PECO customers. The percentage of discount is based on total gross household income. Customers can call 1-800-774-7040 to find out if they qualify for CAP rates.

### **CARES: The Customer Assistance and Referral Evaluation Services**

CARES is a referral and information service designed to assist customers who have temporary personal or financial hardship. Customers can call 1-800-774-7040 to see if they qualify for the CARES program.

### **LIHEAP: The Low-Income Home Energy Assistance Program**

More than \$120 million in Federal funds are now available to assist Pennsylvania low-income and fixed-income individuals and families this heating season. Homeowners, renters, roomers and subsidized housing tenants may be eligible.

Cash, crisis and weatherization assistance is available. Recipients can allocate their LIHEAP payment to any utility, oil or gas company that serves them. The cash program provides a direct payment to a vendor, such as a utility like PECO. The crisis program allocates funding for emergencies including purchasing home heating fuel, preventing service from being shut-off, or reinstating service that has been shut-off for non-payment. The weatherization program provides funding for winter emergencies including repairing leaking pipes and broken furnaces.

Grants are based on household size and income, type of fuel used and county of residence. For more information customers can call 1-800-34-HELP-4.

### **LIURP: The Low-Income Usage Reduction Program**

LIURP can help you lower the amount of gas and electricity used in your home. Through the program, weatherization measures are installed in your home and you receive conservation education. The program is free of charge. To see if they are eligible for this program, customers can call 1-800-675-0222.

### **MEAF: The Matching Energy Assistance Fund**

Customers helping customers -- MEAF is a customer pledge program in which PECO matches customer contributions. Through MEAF PECO provides a one-time grant to customers who are in need of emergency assistance with their bill payment. For MEAF qualification information call 1-800-774-7040. To become a MEAF contributor call 1-800-878-6001.