



# 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



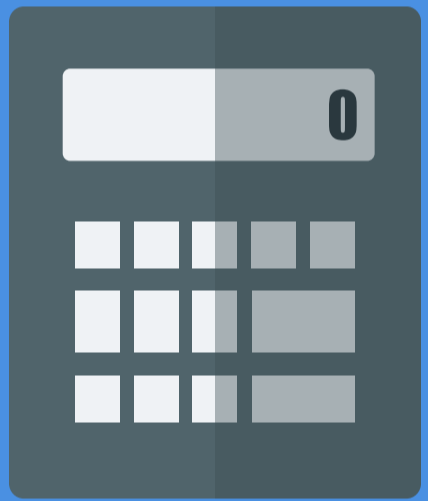
The PUC's Bureau of Consumer Services is available for questions and consumer complaints. Call 1-800-692-7380 or online at [www.puc.pa.gov](http://www.puc.pa.gov)



## 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

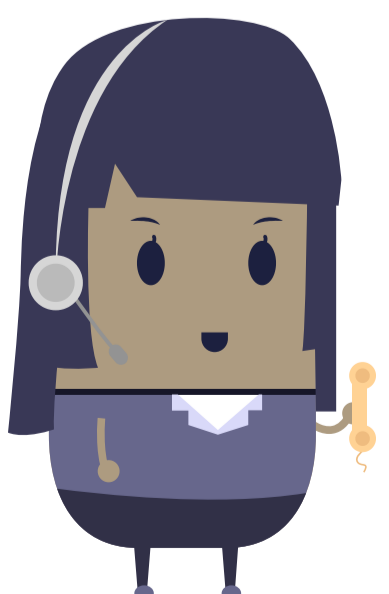
Contact your telephone company or a participating wireless services provider about Lifeline, a federal financial support program that helps eligible low-income consumers and households to keep their telephone and internet access services.



## 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](http://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.