

# Affordable Utilities for Survivors of Domestic Violence



**PECO (electric) and PGW (gas) must provide protections for survivors of domestic violence. To qualify for these protections, a survivor must have either:**

- A Protection from Abuse Order (PFA); **or**
- A court order which provides clear evidence of domestic violence against the applicant or customer

## *What protections are available?*

- **Survivors can only be held responsible for bills in their own name.** They cannot be held responsible for someone else's debt, even if they lived in the house when the debt was accumulated.
- **The utility company must attempt "personal contact" with the survivor before terminating service.**
  - If there is no personal contact, a notice will be posted at the property and shutoff will be delayed for 48 hours.
- **Survivors are entitled to flexible payment arrangement terms** on their past debts (including debts from the customer assistance programs).
  - Payment arrangements are based on the size of the unpaid balance; the ability of the applicant to pay; the applicant's payment history; and the length of time over which the bill accumulated

**Survivors of Domestic Violence may also be eligible for a low-income customer assistance program.** PECO's Customer Assistance Program (CAP) or PGW's Customer Responsibility Program (CRP) provide reduced monthly bills. Eligibility is based on income, energy usage, and other factors.

### **Apply for PECO's CAP**

- Call 1 (800) 774-7040
- Or apply online at:  
[tinyurl.com/Apply-CAP-PECO](http://tinyurl.com/Apply-CAP-PECO)

### **Apply for PGW's CRP**

- Call (215) 684-6100
- Or apply online at:  
[www2.pgworks.com/crp](http://www2.pgworks.com/crp)

*CLS phonelines are open for new clients!* If you are facing issues with your utilities, contact 215-981-3700 and leave us a message. For more information about CLS, visit [clsphila.org](http://clsphila.org).