

Need Help Paying Your Electric Bill?

PECO's Customer Assistance Program can help!



WHAT IS CAP?

PECO's Customer Assistance Program (CAP) is a program to make your electric bill more affordable.

PECO customers who sign up for CAP receive a monthly credit towards their electric bills. They may also be eligible to receive debt forgiveness over 12 months of payments.

WHO QUALIFIES?

PECO customers with monthly household incomes at **150% or below of the Federal Poverty Line (FPL)** qualify for CAP.

Number in household	1	2	3	4
150% FPL (2020)	\$1,823	\$2,465	\$3,108	\$3,750



Each additional person: add \$643 to monthly income

HOW DOES IT WORK?

- CAP credits are calculated based on:
 - Monthly Household Income
 - Past Energy Usage
 - Energy Burden



"Energy burden" is the percent of your monthly income that should go towards paying a utility bill (between 5-7% for many customers)

- The credit is divided over 12 months and applied to each bill
- During months that PECO bill will be higher, a larger credit is applied
- PECO re-calculates your energy credit based on energy usage every three months

HOW DO I APPLY?

- There are several ways to apply for CAP:
 - **Online** at www.PECO.com/help
 - **Mail** your application, along with required proof of income, to: PECO CAP, P.O. Box 467429, Atlanta, GA, 31146
 - **Fax** application to 1-855-358-9369 (Toll Free)
 - Note: include account number and name on every page
 - **E-mail** application to PECOCAP@exeloncorp.com
- **You will need:** Name, Date of Birth, Account Number, Address, Names, and Proof of Income for **all** household members

YOUR RESPONSIBILITIES ON CAP:

- Pay monthly CAP bills on time and in full
- Tell PECO if household size or income changes
- Apply for LIHEAP

CLS phonelines are open for new clients! If you have problems applying for CAP or face other utility issues, contact **215-981-3700** and leave us a message. For more information about CLS, visit clsphila.org

What is a Neighborhood Energy Center?

Neighborhood Energy Centers serve as “one-stop-shops” for all energy services and provide a comprehensive approach to energy problems for low to moderate-income consumers.

Energy Center	Address	Hours	Phone Number
ACHIEVEability Services	59 N. 60 th Street, Philadelphia PA 19139	Mon-Fri: 9-5 PM	(215) 748-8838
Action Wellness	1216 Arch Street, Philadelphia PA 19107	Mon-Fri: 9 - 5 PM	(215) 981-0088
Center in the Park	5818 Germantown Ave. Philadelphia, PA 19144	Mon-Fri: 8:30 - 4:30 PM	(215) 848-0979
Concilio	141 E Hunting Park Ave. Philadelphia, PA 19140	Mon-Fri: 8:30 - 4:30 PM	(215) 627-3100
Congreso De Latinos Unidos, Inc.*	216 West Somerset St. Philadelphia, PA 19133	Mon-Thurs: 8:30 - 4:30 PM	(215) 763-8870
Dixon House/ Diversified Community Services	1920 South 20th St. Philadelphia, PA 19145	Mon-Fri: 9 - 6 PM	(215) 336-3511
Germantown Avenue CRISIS Ministry	35 W. Chelton Ave. Philadelphia, PA 19144	Mon-Wed: 9 - 2 PM	(215) 843-2340
Greater Philadelphia Asian Social Service Center**	4943 North 5th St. Philadelphia, PA 19120	Mon-Tu: 9-2 PM; Fri: 9- 1 PM	(215) 456-0308
HACE *	4907 Frankford Ave. Philadelphia, PA 19124	Mon-Fri: 9 - 5 PM	(215) 437-7867
Hunting Park NAC	3760 N. Delhi St. Philadelphia, PA 19140	Mon-Wed: 9:30-11:30 AM	(215) 225-5560
Nicetown NAC	4300 Germantown Ave. Philadelphia, PA 19140	Mon-Fri: 9 - 5 PM	(215) 329-1824
People’s Emergency Center	325 North 39th St, Philadelphia, PA 19104	Mon-Fri: 9 - 5 PM	(267) 777-5854
Southwest CDC	6328 Paschall Ave. Philadelphia, PA 19142	Mon-Fri: 9 - 4:30 PM	(215) 729-0800
Strawberry Mansion NAC	2829 West Diamond St. Philadelphia, PA 19121	Mon-Fri: 9 - 5 PM	(215) 235-7505
United Communities	2029 South 8th St. Philadelphia, PA 19148	Mon-Fri: 9 - 5 PM	(215) 468-1645
United League of Philadelphia	121 South Broad Street Philadelphia, PA 19107	Mon-Fri: 9 - 5 PM	(215) 985-3220
We Never Say Never	4427 Lancaster Ave. Philadelphia, PA 19104	Mon-Fri: 9 - 5 PM	(215) 452-0440

*Spanish speaking assistance available

**Chinese and other language assistance available

Contact an NEC if you need help with:

- Energy assistance grants
- Utility payment arrangement
- Energy conservation
- UESF
- Home repair programs
- Budget counseling
- LIHEAP

Note: due to COVID-19 pandemic, NECs may have different availability than what is listed above.