



PPL Electric Utilities

# Helping constituents understand LIHEAP and Energy Assistance Programs







**Description:** Federal Low-Income Home Energy Assistance Program (LIHEAP) is typically open between November and April and helps families pay their heating bills.

**Eligibility:** Customers whose verified household income is not more than 150% FPL. A past due balance is not necessary to apply for help. Both renters and homeowners qualify.

**Benefits:** LIHEAP grants are applied directly to customers' bills and do not need to be paid back. Customers can receive up to \$2,000 per year through cash and crisis grants.





## GRANT EXPLANATIONS

**Cash:** This one-time payment is applied directly to eligible customers' bills. Customers can receive up to \$1,000 based on household size, income and heating source. Customers do not need a past due balance to qualify for a cash grant.

**Crisis:** Customers who have a past due balance and are facing termination can receive up to an additional \$1,000 toward their bills, based on household size, income and heating source. The crisis amount must be sufficient to alleviate the termination or emergency and protect the customer from termination for at least 30 days.



# LIHEAP application & Data Sharing

2025-26 APPLICATION FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

To apply for Energy Assistance, you must complete all questions front and back and sign at the red "X".  
YOU CAN ALSO APPLY ONLINE AT [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS) or find your local county assistance office address at [WWW.DHS.PA.GOV](http://WWW.DHS.PA.GOV)

YOUR NAME AND ADDRESS

Your county assistance office address

DHS USE ONLY

☐ CRISIS ☐ CASH

Application Registration Number

County

District

Record Number

Worker I.D.

☐ Rejected ☐ Approved

Date

If you need help with these instructions, contact your local county assistance office.

1 Please complete this section for the head of household.  
\*Use the codes from page 2 to help provide the details.

Name (Include Last, First Middle Initial) Date of Birth Sex Social Security Number

Home Address (Include Street, Apt. Number, City, State & ZIP Code+4)

Mailing Address if different (Include Street, Apt. Number, City, State & ZIP Code+4)

County You Live In Phone Number: ( ) Citizenship\* Race (Optional)\* Ethnicity (Optional)\* Marital Status\*

If you are currently receiving Cash, Medical Assistance, or SNAP benefits, may we use the income you have on file? ☐ Yes ☐ No

2 What language do you prefer? ¿Qué idioma prefiere usted?  
☐ English/Inglés ☐ Spanish/Español ☐ Other/Otro (specify/especifique) \_\_\_\_\_  
Do you need an interpreter? ¿Necesita un intérprete? ☐ Yes/Sí ☐ No  
If yes, what language? En caso afirmativo, ¿de qué idioma? \_\_\_\_\_

3 Are You:

☐ Renting with heat included ☐ Renting subsidized housing/Section 8 housing with heat included  
☐ Renting with heat **not** included ☐ Renting subsidized housing/Section 8 housing with heat **not** included  
☐ An unrelated roomer ☐ An owner or are you buying your home ☐ Other: \_\_\_\_\_

If heat is included in your rent, attach a note from your landlord stating that heat is included and what type of heat is used.

4 What is your main heating source? Choose the type of energy you use most to heat your home. You can only receive LIHEAP benefits for the main energy source or the energy type that powers your main source. Attach a copy of your last bill.

☐ Electric ☐ Fuel Oil ☐ Coal ☐ Natural Gas ☐ Kerosene ☐ Propane or Bottled Gas ☐ Blended Fuel ☐ Wood/Other

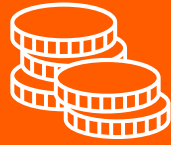
4a Do you need electricity to run your main heating source (secondary heat)? ☐ Yes ☐ No

5 Check if any of the following apply and provide explanation if needed (LIHEAP Crisis):

☐ Electricity is shut off ☐ Have a shut-off notice for electricity ☐ Main heating source is not working  
☐ Gas is shut off ☐ Have a shut-off notice for gas Explain: \_\_\_\_\_  
☐ Ran out of fuel ☐ Will run out of fuel within 15 days \_\_\_\_\_



# SEASONAL SAVINGS SOLUTIONS



A suite of tools and programs to help customers take control of their electric use and bill – no matter the season.

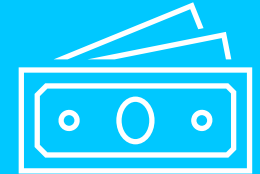
Whether you're looking to improve energy efficiency, explore flexible payment options, or access personalized support, we've got you covered:

- Interactive energy usage dashboards
- No-cost energy saving tips
- Rebates
- Assistance programs
- Customized alerts
- Shopping tips and resources

Find these resources in one convenient place:  
[pplelectric.com/SeasonalSavings](http://pplelectric.com/SeasonalSavings)







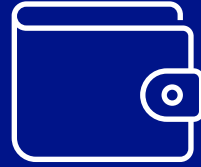
# PAYMENT PLANS

We understand life gets busy and customers may fall behind on their bills. We offer a variety of payment plans and extensions for families at every income level.

Our payment arrangements allow customers to pay off a past due balance in monthly installments over time.



# BUDGET BILLING



Budget Billing evens out customers' bills over the course of the year, offering more predictable monthly payments.

How it Works:

- We'll take the average electric use over the last 12 months to set your budget amount.
- Once enrolled, your budget amount may change every three months to stay consistent with your electric use.
- After 12 months, we'll settle the difference between your actual usage and the amount you were billed. If you used more, we'll bill you the difference. If you used less, we'll credit your account.





# CARES



Our CARES program offers support to customers who are struggling to pay the full amount of their bills due to a temporary hardship, such as injury or illness. All customers, regardless of income may qualify.

The benefits include shut-off protection for a few months and potentially a bill credit, if funding allows.







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# PROGRAMS FOR INCOME ELIGIBLE CUSTOMERS





**Description:** Payment plan offering fixed monthly payments for income-eligible customers.

**Eligibility:** Customers whose verified household income is not more 150% FPL.

**Benefits of the program:**

- Fixed monthly payments – Based on household size and income.
- Bill credits – Variance between the monthly bill and the actual bill is subsidized up to a limit based on income.
- Debt forgiveness – Balance owed at the time of enrollment is forgiven over 24 months.







## How OnTrack monthly payments are calculated:

To apply, customers need their PPL Electric account number, the names and ages of everyone who lives in their home, and 30-days or 12-months income for each resident.

Partners at Community Based Organizations process OnTrack applications and enroll customers, typically within two weeks of the received application.

Bill Date	Total Bill Amount	OnTrack Payment Obligation	OnTrack Bill Credit (total bill amount minus OnTrack payment)	Debt Reduction (original debt forgiven over 24 months)
March	\$135.46	\$52.00	\$83.46	\$30.38
April	\$124.05	\$52.00	\$72.05	\$30.38
May	\$100.05	\$52.00	\$48.05	\$30.38



**Description:** Our Operation HELP program offers cash grants to eligible families struggling to pay their electric bills. These grants are applied directly to eligible customers' PPL Electric bills and do not need to be paid back.

PPL invests in Operation HELP, and the generous contributions from our customers, employees, and annual golf tournament sponsorships allow us to help even more families in need.

**Eligibility:** Customers whose verified household income is not more 250% FPL.

**Benefits:** An Operation HELP grant can stop termination of service, restore electric service and reduce the overdue balance.







# wrap

**Description:** WRAP offers free energy-saving products and services to help customers conserve electricity.

**Eligibility:** Customers whose household income is not more than 200% FPL. Both renters and homeowners are eligible to apply.

**Benefits:** WRAP offers customers a no-cost energy assessment, free energy-saving products and energy tips for long term savings. In some cases, qualified WRAP contractors will install energy-saving measures in customers' homes. Customers also receive an action plan to reduce electric use after WRAP job is complete.

Universal Service Programs (USP) 2025 Household Income Matrix*							
Operation HELP/Security Deposit Waiver Maximum Income Guidelines 250%							
OnTrack Program/Act 129 Max Income Guideline 150%				WRAP 200%		↓	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Family Size	Less than 75%	76-100%	101-125%	126-150%	151-175%	176-200%	201-250%
1	\$0 to \$11,738	\$11,739 to \$15,650	\$15,651 to \$19,563	\$19,564 to \$23,475	\$23,476 to \$27,388	\$27,389 to \$31,300	\$31,301 to \$39,125
2	\$0 to \$15,863	\$15,864 to \$21,150	\$21,151 to \$26,438	\$26,439 to \$31,725	\$31,726 to \$37,013	\$37,014 to \$42,300	\$42,301 to \$52,875
3	\$0 to \$19,988	\$19,989 to \$26,650	\$26,651 to \$33,313	\$33,314 to \$39,975	\$39,976 to \$46,638	\$46,639 to \$53,300	\$53,301 to \$66,625
4	\$0 to \$24,113	\$24,114 to \$32,150	\$32,151 to \$40,188	\$40,189 to \$48,225	\$48,226 to \$56,263	\$56,264 to \$64,300	\$64,301 to \$80,375
5	\$0 to \$28,238	\$28,239 to \$37,650	\$37,651 to \$47,063	\$47,064 to \$56,475	\$56,476 to \$65,888	\$65,889 to \$75,300	\$75,301 to \$94,125
6	\$0 to \$32,363	\$32,364 to \$43,150	\$43,151 to \$53,938	\$53,939 to \$64,725	\$64,726 to \$75,513	\$75,514 to \$86,300	\$86,301 to \$107,875
7	\$0 to \$36,488	\$36,489 to \$48,650	\$48,651 to \$60,813	\$60,814 to \$72,975	\$72,976 to \$85,138	\$85,139 to \$97,300	\$97,301 to \$121,625
8	\$0 to \$40,613	\$40,614 to \$54,150	\$54,151 to \$67,688	\$67,689 to \$81,225	\$81,226 to \$94,763	\$94,764 to \$108,300	\$108,301 to \$135,375
Each Add'l Person - Add	\$4,125	\$5,500	\$6,875	\$8,250	\$9,625	\$11,000	\$13,750
U. S. Department of Health and Human Services, Federal Register 1/16/25							
*These income guidelines are effective January 16, 2025 through January 2025							

# INCOME GUIDELINES

Our income guidelines are updated annually to reflect the Federal Poverty Limits.





# APPLICATION PROCESS

For more information about our payment plans or assistance programs or to apply through our online application, visit [ppl electric.com/BillHelp](https://ppl electric.com/BillHelp).

**THANK YOU!**

