



## Resource Guide

Winter Heating Bill Assistance  
(LIHEAP)



Restore Heating Services  
(LIHEAP)



Weatherization &  
Home Improvements



Water Bills (TAP)



### INCOME GUIDELINES 2017 - 2018 LIHEAP

Household Size	Maximum Annual Income
1	\$ 18,090
2	\$ 24,360
3	\$ 30,630
4	\$ 36,900
5	\$ 43,170
6	\$ 49,440
7	\$ 55,710
8	\$ 61,980
9	\$ 68,250
10	\$ 74,520

Each Additional Person  
Add \$ 6,270

## Utility Assistance

### Philadelphia and Delaware County

**Community Action Agency of Delaware County Inc.**

<http://www.caadc.org> | 610-874-8451  
*Multi-Service Organization with Utility Assistance. Also serves Philadelphia County.*



**Philadelphia Housing Development Corp.**

1234 Market St., 17<sup>th</sup> Fl. | 215-448-2160  
<http://www.phdchousing.org/>  
*Basic Repairs and Weatherization services and online manuals available.*



### PGW Customer Care by Location

**General:** (215) 235-1000  
**Billing and Notices:** (215) 235-1777

**Center City** - 1137 Chestnut St.  
**Frankfort** - 4410 Frankfort Ave.  
**N. Philadelphia** - 1337 West Erie Ave.  
**West Philadelphia** - 5230 Chestnut St.  
**Germantown** - 212 W. Cheltenham Ave.



These services are available at most locations, call ahead for more information.

### Online/ Telephone Resources

**Apply for LIHEAP**

**866-857-7095** (State-wide)  
**215-560-1583** (Philadelphia)  
**800-451-5886** (hearing impaired)  
[www.compass.state.pa.us](http://www.compass.state.pa.us)

**PGW Website:** [www.pgworks.com](http://www.pgworks.com)

**Utility Emergency Services Fund (UESF)**

**215-972-5170**  
\*If threatened with "shut off" notice

**TAP Program**

*Assistance with water bills (PWD)*  
Get application or ask questions:  
215-686-6880  
[cap.phila.gov](http://cap.phila.gov)



**To apply you will need**  
**(for all household members):**

- \*Names
- \* Dates of birth
- \*Social Security numbers (if available)
- \*proof of income
- \*a recent heating bill (for LIHEAP) or water bill (for TAP)



*For further assistance, please contact an Outreach Worker at 267-359-6245.*