



Having Trouble Paying Your PECO Bill? We Can Help.

Customer Assistance Program (CAP)

PECO's Customer Assistance Program (CAP) provides a monthly credit for eligible low income customers. The credit is based on the customer's total household gross income and energy usage.

PECO calculates a customer's annual credit using the following information:

- Monthly gross household income - Federal Poverty Level.
- Annual energy usage – The amount of energy used at the property over the past 12 months.
- Energy Burden – The percentage of household income that should go toward energy bills.

The annual credit is then divided across 12 months and applied to a CAP customer's bill each month. Because energy usage changes due to weather, a larger credit will be applied during months when customers normally use more energy. Visit peco.com or call 1-800-774-7040.

Low-Income Usage Reduction Program (LIURP)

LIURP is designed to help residential customers save money by reducing the amount of natural gas and electricity used in their homes. An energy audit is conducted to identify conservation and weatherization steps needed to reduce energy usage. If you think your household may qualify for this program, call 1-800-675-0222.

Matching Energy Assistance Fund (MEAF)

MEAF provides bill-payment assistance to low-income residential customers who have suffered a catastrophic loss of income. MEAF is funded entirely by voluntary contributions from caring customers and PECO. Every dollar is matched by PECO and given directly to recipients through a one-time grant. Call 1-800-403-6806 to determine if your household qualifies for MEAF, or to make a donation.

Customer Assistance and Referral Evaluation Services (CARES)

CARES is a referral and information service designed to assist customers who are unable to pay utility bills due to temporary financial hardships. Call 1-800-774-7040 to determine if your household qualifies for the CARES program.

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a Federal grant program that provides assistance to low-income residential customers who are unable to pay their electric, natural gas or other energy bills. Homeowners, renters and subsidized housing tenants may be eligible. To find out if you qualify for LIHEAP, call 1-800-34-HELP-4 (1-800-344-3574). LIHEAP is a seasonal program open during the winter months (typically November to March).

Third-Party Notification

PECO customers can designate a third party to receive copies of late and termination notices in the event that they fall behind in their payments. Third-party recipients are not responsible for payment. Visit peco.com for more information.