




## *Keeping Warm This Winter*

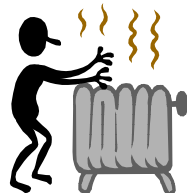
Money may be tight this year so the Pennsylvania Housing Finance Agency wants to help you save money by saving energy – and still stay warm this winter!

### **SAVING ENERGY = SAVING MONEY**

You don't have to spend money to make a difference in your heating bill. Use these free good ideas to keep warm, save energy, and save money!

1. Close all of your window shades at  night.
2. Open window shades during the day at windows that receive direct sunlight.
3. Only run the washer and dryer with a full load. Use cold water for laundry. Consider getting a rack or line to hang your clothes inside to dry.
4. Clean the lint catcher in the dryer every time the dryer is used.
5. Turn single lever faucets all the way to cold when drawing cold water. (If the lever is not fully to the cold side, cold water is introduced into the water heater every time the faucet is turned on and throughout the day energy is spent heating up lots of cold water that is never used.)
6. Unplug appliances (TV's, DVD players, computers, kitchen appliances, etc.) that are not being used or control them with a power strip that can easily be switched on and off.
7. Plan meals that can be quickly cooked on the top of the stove. Avoid using the oven and avoid dishes that require a long time to bake or cook.
8. Close the registers or turn down thermostats in unused rooms. 
9. Put a rolled up towel on the floor in front of doors to the outside or in front of doors to unused rooms to stop drafts.

10. Turn the water off during your shower. Wet down and turn the shower off. Lather up and then turn the shower on again to rinse off.
11. Only run the dishwasher when it has a full load. Use the air dry cycle on the dishwasher.
12. Run the range hood and bathroom fan only when needed. Most of these fans draw outside (cold) air into the room.
13. Make sure storm doors close tightly.
14. Lock all windows to make a tighter seal to keep cold air out.
15. Turn off  lights when leaving the room.
16. Replace burned out bulbs with compact fluorescent bulbs. They cost more than regular bulbs initially, but last much longer and use much less electricity. In the meantime, before the incandescent bulbs burn out, dust the bulbs and the lenses of the fixtures to get more light out of the existing fixtures.
17. Use task lighting instead of turning on all of the light fixtures in a room. Watch TV with most of the lights in the room turned off.
18. If possible, enter buildings through a main or double door entrance instead of a door that opens directly to the outside.
19. In winter, wear sweaters and shoes or slippers around the house and turn the thermostat down to the lowest comfortable temperature. In the summer, dress lightly and set the thermostat at the highest comfortable temperature. Run the air conditioner only on extremely hot days. LIHEAP consumers are urged to keep their thermostats at 65° in winter, unless you have young children or older adults living in your home, and no lower than 78° in summer.
20. Don't use supplemental heating appliances. They usually are less efficient than the normal heating system in your apartment. They may overheat a small portion of the apartment while doing nothing for other areas needing heat. They can also circumvent the proper operation of the thermostat, keeping heat from getting to other areas of the apartment that may need it.



## Getting Help with the Heating Bill

Contact your heating company (electric, natural gas or heating fuel company) as soon as possible with your most recent bill in hand and explain that you are having difficulty paying the bill. The utility company will either send you an application form for their assistance program or decide if you're eligible over the telephone.

### Telephone Numbers for Utility Companies for Information on Assistance Programs

| UTILITY COMPANY    | UTILITY ASSISTANCE PROGRAM TELEPHONE NUMBER                                   |
|--------------------|---|
| Allegheny Power    | 1-800-207-1250  |
| Duquesne           | 1-888-393-7600  |
| Met-Ed             | 1-800-207-9276  |
| PECO               | 1-800-774-7040  |
| Penelec            | 1-800-207-9276  |
| Penn Power         | 1-800-207-9276  |
| PPL                | 1-800-358-6623  |
| UGI – Electric     | 1-800-340-5394  |
| Columbia           | 1-800 537-7431  |
| Dominion Peoples   | 1-800-400-9276  |
| Equitable          | Allegheny County: 412-395-3050<br>Outside of Allegheny County: 1-800-654-6335 |
| NFG                | 1-800-365-3234  |
| PNG Energy         | 1-800-490-8605  |
| PGW                | 215-235-1000  |
| UGI Central PA Gas | 1-800-652-0550  |
| TW Phillips        | 1-866-276-4055  |
| Valley Energy      | 570-888-9664  |

Call the Stay Warm hotline at 1-866-550-4355 for information on programs for which you may qualify. The "Turn Down, Seal Off, Save Up" website, provides contact information for financial assistance and an online toolkit featuring resources to raise community awareness. Check it out at [www.turnsealsave.org](http://www.turnsealsave.org).

## **Descriptions of Assistance Programs for which you may qualify...**

**Customer Assistance Programs (CAP):** This program is set up between the utility company and a low-income, payment troubled customer to pay utility bills that are based on household size and gross household income. CAP customers agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.

**Customer Assistance and Referral Evaluation Services (CARES):** CARES offers help to customers with special needs. Special needs customers are consumers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The program's goal is to provide support and direction to help customers pay their utility bill.

**HARDSHIP FUNDS:** Hardship Funds are emergency funds to help customers who have suffered a recent financial hardship and need temporary help in paying their utility bill. It can help pay for past bills or restore service if your utilities have been terminated. Hardship Funds are designed to help customers that have exhausted all other available energy assistance programs. Income limits vary by company. For further information, contact your local utility company.

**Low Income Home Energy Assistance Program (LIHEAP):** LIHEAP helps low-income families pay their heating bills. LIHEAP is a grant. You do not have to repay it. To receive help you don't have to be on public assistance, you don't need to have an unpaid heating bill and you can either rent or own your home. Income eligibility and assistance for a family of four is \$33,075. LIHEAP is open for applications beginning November 2, 2009. The length of the program is based on availability of funding and other factors. It consists of three components:

***Cash grants*** help families pay their heating bills. The grant payment is sent directly to your utility company or fuel provider, and it will be credited on your bill. The minimum cash grant is now \$100.

***Crisis grants*** help families with an emergency that are in danger of being without heat. Emergencies include: broken heating equipment (like a furnace) or leaking lines; a fuel shortage that may leave you without heat; having utility service shut off. Residents in need of crisis assistance may receive up to \$300. The crisis portion of the program will open January 4, 2010 and close March 15, 2010.

***Weatherization Assistance Program (WAP)*** provides qualified low-income customers free weatherization and education programs to help customers save energy and money. The main activities are installing energy saving devices and educating family members on their energy use. Call 1-866-466-3972 for details.

**Low Income Usage Reduction Program (LIURP) also known as Smart Comfort, WARM Program, WRAP, or WARM Choice:** LIURPs help you reduce the amount of energy you use, thereby reducing your overall energy bills. If you qualify, you will receive an energy audit and, based on the audit, you may receive the installation of free energy conservation measures to help reduce your household's energy consumption.