

2021 - 2022

Citizens Electric Guidelines

Pennsylvania Hardship Program

Dollar Energy Fund's **Pennsylvania Hardship Program** provides one-time assistance grants to **Citizens Electric** customers that are applied directly to their utility bill. Funding is available on a first come, first serve basis and eligibility requirements vary based on the utility company. **Program guidelines and eligibility requirements are subject to change.**

Program Dates:

For customers of Citizens Electric:

- Open from October 1, 2021, through November 30, 2021, to all eligible applicants regardless of service status.
- Open from December 1, 2021, through January 31, 2022, for services that are *off only*.
- Open from February 1, 2022, through February 28, 2022, for services that are off or in threat of termination.
- Starting March 1, 2022, the program is open to all eligible applicants regardless of service status.

If applicants are eligible and programs are open, applicants must apply for LIHEAP and CRISIS before applying for the Dollar Energy Fund Hardship Program.

Balance Requirement:

Applicants must have an outstanding balance on their utility bill of at least **\$100**.

Senior Citizens, age 62 and over, may have a **\$0** balance as long as there is no existing credit on the account.

Maximum Grant:

The maximum grant amount an applicant may receive is **\$500**.

Applicants can only receive one grant per utility, per program year. **(10/1/2021 - 9/30/2022)**

Grant awards are based on need and each family's circumstances are different. Grant amounts are determined on a case-to-case basis.

If a customer's utility service is off or in threat of termination when they apply and the maximum grant amount will not restore service or stop termination, the application will be denied. The amount needed to restore service or stop a termination is determined by utility review. Notification will be sent to the customer advising them that their application was denied and that an additional payment is required in order to be considered for assistance.

Additional Guidelines:

- Account must be residential, single home or apartment. No "cooking only", commercial, industrial, or apartments with shared utility service.
- Name on account must be that of an adult who is currently living in the home.
- Dollar Energy Fund grants cannot be used to cover security deposits or reconnection fees.

Income Guidelines:

Total gross household income must be at or below **200%** of the **2022 Federal Poverty Income Guidelines*** as shown in the chart below.

Household Size	200% Monthly	200% Yearly
1	\$2,265	\$27,180
2	\$3,052	\$36,620
3	\$3,838	\$46,060
4	\$4,625	\$55,500
5	\$5,412	\$64,940
6	\$6,198	\$74,380
7	\$6,985	\$83,820
8	\$7,772	\$93,260
Each add'l add	\$787	\$9,440

**The 2022 Federal Poverty Income Guidelines took effect on February 1, 2022 and will remain in effect for the remainder of the program year.*

Application Attachments:

- Verification of income or proof of LIHEAP or Crisis application, when those programs are open, must be attached to all applications.
- A copy of the most recent utility bill with proof of minimum payment must be attached to all applications.

How to Apply:

The best way to start seeking help is by **calling your utility company**. They will provide you with information on a number of different assistance programs that are available to help low-income utility customers. Dollar Energy also partners with a network of Community Based Organizations throughout the state to provide application intake services for clients. Find an agency in your area with Dollar Energy Fund's [Agency Finder](#).

Visit www.dollarenergy.org/need-help/Pennsylvania to learn more about Dollar Energy Fund.

How Can You Help?

Dollar Energy Fund is a private non-profit organization that relies on the generosity of individual donors to fulfill its mission. Every dollar donated to the Hardship Program will be matched by our utility partners. These matching funds and 100% of your donation will assist limited-income families residing in Pennsylvania afford utility service. Give to Dollar Energy Fund by:

- Donating through your monthly utility bill; or
- Giving online at www.dollarenergy.org/donate.

Visit www.dollarenergy.org to learn more.