

# Helping to keep the heat on this winter

## **PPL Electric Utilities urges eligible customers to apply for LIHEAP heating assistance grants**

PPL Electric Utilities

The state will begin accepting applications for heating assistance grants on Tuesday, Nov. 1, and PPL Electric Utilities urges its eligible customers to apply for LIHEAP grants.

It is unclear how much federal money will be allotted to Pennsylvania for the program, and the funds will be limited. So, PPL Electric Utilities urges its customers to apply now.

Information about LIHEAP is available on the company's web site, which also lists local county agencies that can assist in processing applications. Individuals also can apply online at [www.compass.pa.us](http://www.compass.pa.us).

LIHEAP, the Low Income Heating Energy Assistance Program, helps low-income individuals and families pay their heating bills with grants that do not need to be repaid. Recipients do not need to be on public assistance and do not need to be behind on their utility bills. You can either rent or own your home.

LIHEAP offers both cash and crisis grants. Based on household size, income and other factors, the cash grants can range from \$100 to \$1,000 and crisis grants are available up to \$300.

- Cash grants: These are sent directly to the energy vendor and credited on the customer's bill.
- Crisis grants: Households may qualify for additional help with the crisis program if they are without heat with the heating equipment not working or if they are in jeopardy of losing heat due to broken equipment, lack of fuel, or termination of utility service.

Eligibility for LIHEAP grants is based on household income. The limit is \$16,335 for a single person, \$22,065 for a couple, \$33,525 for a family of four, and \$5,730 for each additional person.

More PPL Electric Utilities customers received LIHEAP benefits last year than ever before, said Tim Dahl, manager of Regulatory Programs in Customer Service. About 50,000 customers received LIHEAP grants during the 2010-2011 heating season for a total of more than \$15 million.

"Funds are limited, and the need can be great for many households," said Dahl. "As the weather turns colder, we are entering the heating season when many in Pennsylvania struggle to meet their energy costs. We encourage our customers to take advantage of this program and contact us or their local county assistance office for help with applications."

Dahl said PPL Electric Utilities is sending letters to customers who may be eligible for the federally funded grants to alert them of the opening of the application period. The company also will be calling eligible customers through the coming months as a reminder.

Thirty percent of PPL Electric Utilities customers use electric heat, and at least 12 percent, or 156,000 of the company's customers, are considered low income.

PPL Electric Utilities, a subsidiary of PPL Corporation (NYSE: PPL), provides electric delivery services to about 1.4 million customers in Pennsylvania and has consistently ranked among the best companies for customer service in the United States. More information is available at [www.pplelectric.com](http://www.pplelectric.com).

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