



**Contact PULP for information about or assistance with the following utility-related issues:**

- Choosing an Electric or Natural Gas Supplier
- Connections
- Terminations
- Assistance Programs
- Past-Due Balances
- Special Protections for Victims of Domestic Violence

## Who We Are

### About Us

PULP, a statewide project of the Pennsylvania Legal Aid Network, is dedicated to ensuring that economically vulnerable Pennsylvanians are able to access safe, affordable utility services.

### Contact

#### Elizabeth Marx

*Staff Attorney*

717-236-9486 ext. 205  
emarxpulp@palegalaid.net

#### Patrick Cicero

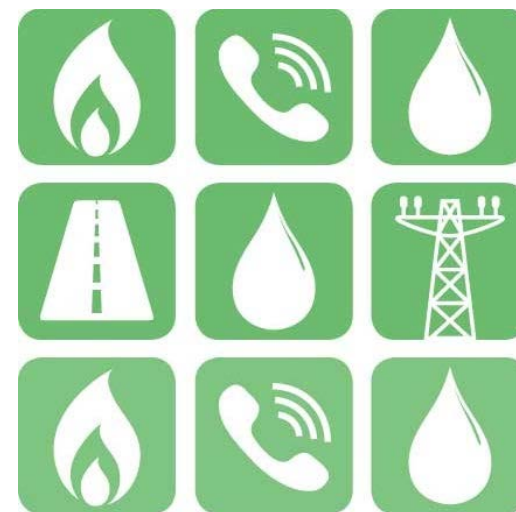
*Executive Director*

717-236-9486 ext. 202  
pciceropulp@palegalaid.net

<http://www.rhls.org/pa-utility-law-project/>



118 Locust Street  
Harrisburg, PA 17101  
717-236-9486  
pulp@palegalaid.net



## THE DOMESTIC VIOLENCE UTILITY ASSISTANCE INITIATIVE

Helping individuals and families gain access to and maintain safe, affordable utility services.



## Choosing a Supplier

By now, you have probably seen advertisements for competitive electric and natural gas suppliers – and you may have had phone calls and visits from door-to-door salespeople. These competitive energy suppliers promise big savings on your electric and natural gas bill if you “switch”. But, sadly, the terms and conditions can be misleading, confusing, and sometimes downright unfair. Shopping for energy may also make you ineligible for certain utility assistance programs, or may decrease the benefits you can receive through those programs.

**Contact PULP to learn about the impact of shopping on your electric and natural gas bill, and to discuss the best option for you and your household.**

## Assistance Programs

Financial assistance, bill discount, and usage reduction programs may be available to those who qualify:

- Low Income Home Energy Assistance Program (LIHEAP)
- Customer Assistance Program (CAP)
- Low Income Usage Reduction Program (LIURP)
- Customer Assistance Referral and Evaluation Program (CARES)
- Hardship Funds

**PULP can answer your questions, identify appropriate programs, and assist with program enrollment issues.**

## Past-Due Balances

Help is often available to address past-due utility balances to ensure that you are able to prevent future termination.

**PULP can help you to resolve past-due balances, either through enrollment in an assistance program or through negotiations with the utility company to establish reasonable payment arrangements.**



## Connections and Terminations

Pennsylvania has many laws in place to protect the ability for all consumers to access safe, affordable utility service. There are also special protections available for victims of domestic violence with a court order of protection (such as a Protection From Abuse Order).

**PULP can help you to connect service at a new location or prevent termination of service at a current location.**

---

Contact PULP for more information and assistance!  
**pulp@palegalaid.net**  
**717-236-9486 x. 205**

---