

PANDEMIC HELP IS AVAILABLE!

PENELEC

PROTECTING YOUR POWER

Electricity providers like Penelec understand that the pandemic has created additional challenges for residents and small business owners, and the company offers flexible solutions to help customers keep the power on. If you are struggling with heating payments, I encourage you to contact Penelec at **1-(800) 545-7741** to explore the company's available payment plans and bill assistance programs. In addition, you may be eligible for state assistance through the Low-Income Household Energy Assistance Program. Eligible residents can have a one-time cash grant ranging from \$200 to \$1,000 sent directly to their heating company, and those in danger of having their heating service terminated may also qualify for crisis benefits of up to \$800. To find out if you qualify and to apply, visit www.dhs.pa.gov and scroll down to the "LIHEAP" heading, or call 866-857-7095 for more information. My office can also assist!



WATER WORKS

KEEPING THE WATER FLOWING

Erie Water Works has made it clear that they will not be shutting off water to customers with unpaid bills; However, they are encouraging customers to call and make arrangements to get on a payment plan. Please call customer service at **814-870-8000** Ext. 71



NFG

DON'T GO COLD THIS WINTER

Like other companies providing essential services to your household, National Fuel offers a variety of payment programs and services. I urge customers who are having difficulty paying their bill to call customer Service at **1-800-365-3234** to discuss available options, some of those programs include:

- **Budget Plan**- predictable monthly gas bills and stabilized heating payments for the year.
- **Deferred Payment Agreement**- customers can negotiate a payment plan in the event of a special circumstance.
- **TIRA**- reduced-rate monthly bills and debt forgiveness.
- **LIURP**- weatherization assistance for customers who meet income and consumption requirements.
- **CARES**- payment arrangements and assistance referrals for customers facing hardships.

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UNITED WAY



United Way of Erie County



Pennsylvania | Northwest

NEED HELP AND DON'T KNOW WHERE TO TURN?

United Way's **2-1-1** is a comprehensive information and referral service available to everyone by phone, website and text. By dialing **2-1-1**, you will be connected to a professional resource navigator who will provide information about a wide range of health, human and social services. You can call **2-1-1** on a 24/7 basis, 365 days a year or visit **www.pa211nw.org** to conduct your own search. You can also text your need and zip code to **898-211** to receive information by text. It's free, easy and the quickest way to find help.

NUMBERS

COVID-19 CONTACTS

Penelec.....1-800 545-7741

National Fuel.....1-800-365-3234

Erie Water Works.....814-870-8000

United Way of Erie.....814-456-2937

United Way 211.....Dial 2-1-1

2nd Harvest Food Bank.....814-459-3663

FOOD BANK

PUTTING FOOD ON THE TABLE

ARE YOU IN NEED OF FOOD?



WE CAN HELP.

CALL OUR FOOD HELP LINE AT
814-459-3663 X 117 FOR FOOD ASSISTANCE.

Hunger affects thousands of people in northwest Pennsylvania all year, but times seem to be especially difficult during the holiday season. Many of our service industry workers have experienced new hardships and layoffs with the latest state restrictions.

If you or someone you know is in need of food, please call the Second Harvest Food Bank's **Food Help Line at 814-459-3663 Ext. 117**. For more information on food distributions and the Second Harvest Food Bank of NWPA please visit, <https://nwpafoodbank.org/>



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