



# When The Sky is Falling

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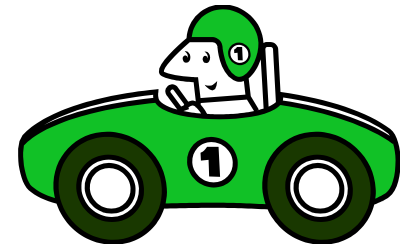
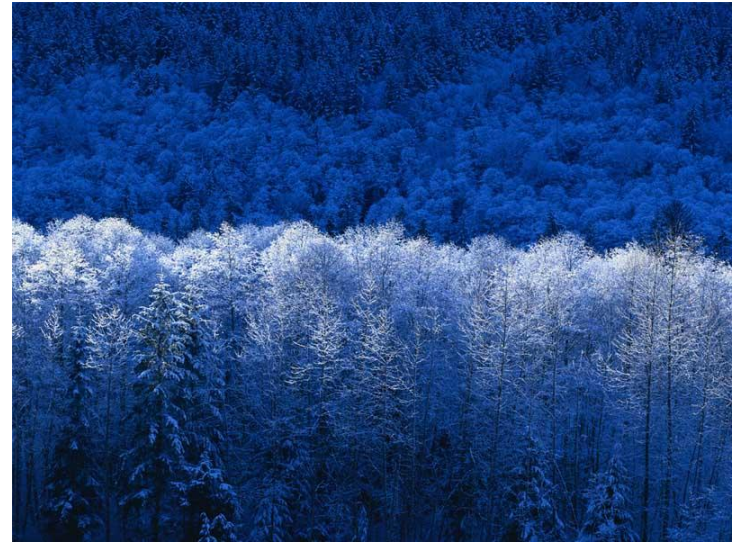
# Why is the sky falling?

- Unexpected loss of employment
- Death of the family wage earner
- Foreclosure notice on home
- Family dissolution due to domestic problems
- Serious injury or illness
- Damage to home or apartment due to storm or other calamity
- Irrational decision making



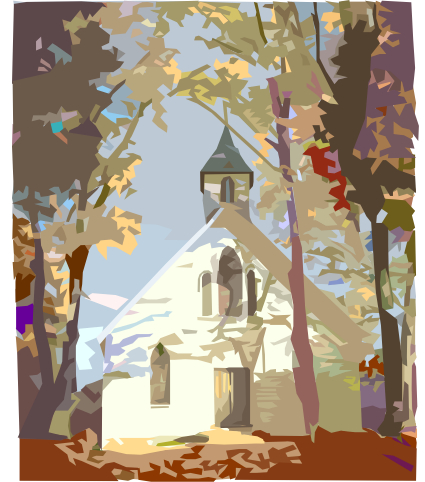
# Who is to blame?

- God
- Mother nature
- Crooked lender
- The other driver
- Vandals
- Outsourcing
- Gambling
- Me?



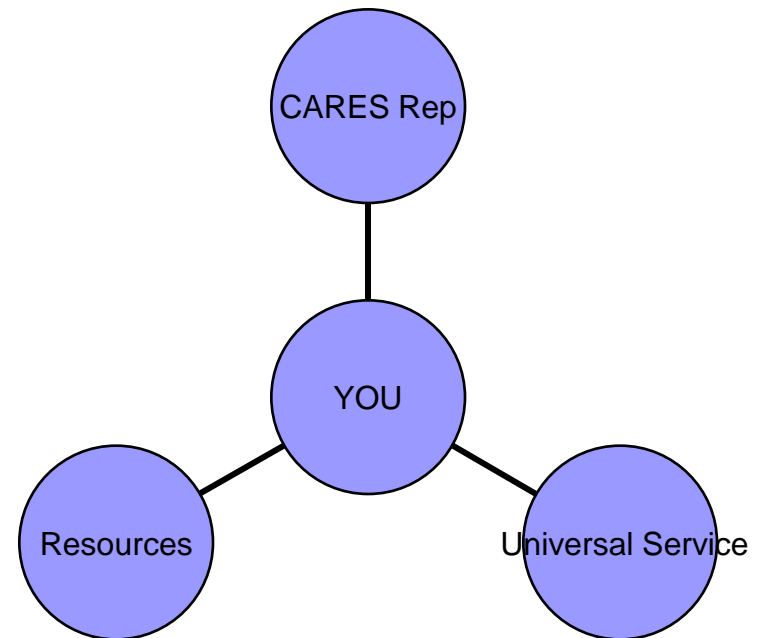
# Who do you contact?

- A higher power
- Your insurance agent, if you have one
- An attorney or the Bureau of Consumer Protection
- Your Union representative
- A Temp agency
- Mental Health provider
- Utility company
- Hello yourself



# What can the Utility company do?

- In Pennsylvania you may be referred to the company Universal Services program (regulated utilities only)
- If you appear to have a temporary hardship, you may be referred to a CARES Representative
- The CARES representative may be able to keep your service on if (???) you are willing to work voluntarily with them
- The CARES Representative may be able to help you get your service restored
- The CARES Representative may be able to help you address the reasons the Sky is Falling.



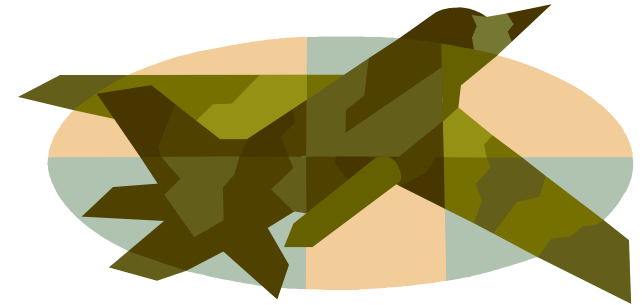
# Universal Services

- Special Payment plans for limited income or fixed income customers
- Weatherization education and/or treatment toward conservation
- CARES outreach
- Referrals to energy assistance programs – LIHEAP and/or Dollar Energy Fund (seasonal)



# CARES help

- Do you have a wage earner on military deployment
- Do you have a Protection From Abuse Order
- Do you want to find employment
- Do you want to correct your situation
- Is your situation repairable in the short term
- What have you already tried, and is it working
- Are you looking for a handout or a hand up
- Do you need an Advocate



# Types of resources

- Community Action agencies
- County Health & Welfare Council Networks
- Habitat for Humanity
- St. Vincent de Paul Societies
- Employers
- Financial Counseling Services
- Housing Authority
- Emergency Shelters
- County Assistance Offices – SSI or Cash
- Office of Vocational Rehabilitation
- Food Banks and Pantries
- Extended family and/or friends and neighbors
- Transportation
- Protective Services – Aging and Child
- Public Utility Commission
- Federal, State, and County officials



# Regional and State wide efforts

- Pennsylvania Be UtilityWise Consortium
  - Goal: to educate CBOs on energy issues
    - Weatherization
    - Universal Service programs
- Sponsored by the regulated utilities; the Department of Environmental Protection; the Department of Public Welfare; Conservation Consultants; the Public Utility Commission; Consumer Credit Counseling Service;
- Pennsylvania Aging, Utilities and Economic Education Consortium
  - Goal: to educate consumers age 55 & older on issues that impact them
    - Conservation
    - Money management
- Sponsored by the regulated utility companies; the P.U.C.; Department of Aging; Conservation Consultants; Philadelphia Corporation on Aging; the Pa Insurance Department; & Penn State University



# Western Pa Universal Svc Network

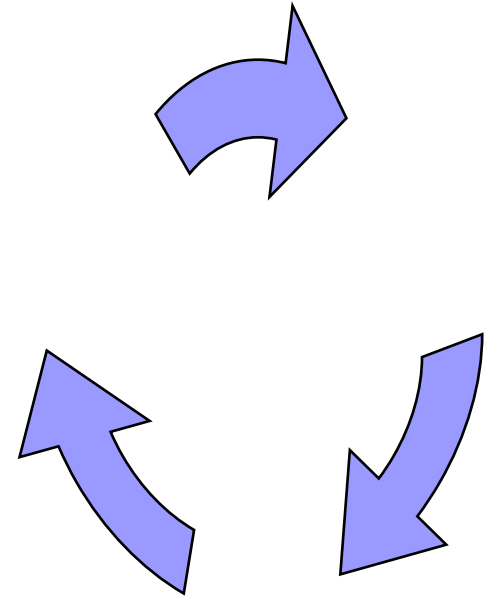
- Allegheny Power 1-800-207-1250
- Columbia Gas 1-800-537-7431
- Dominion-Peoples Gas 1-800-400-9276
- Duquesne Light 1-888-393-7600
- Equitable Gas 1-877-577-8735
- First Energy 1-800-545-7741
- GPU Energy 1-800-207-9276
- PA American Water 1-888-282-6816
- Penn Power 1-800-720-3600
- PPL Utilities 1-800-342-5775
- T.W. Phillips Gas 1-800-222-5101



# Western Pa CARES Network

- Allegheny Power
- Columbia Gas
- Dominion-Peoples Gas
- Duquesne Light
- Equitable Gas
- National Fuel Gas
- T.W. Phillips

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Patrice Mitchell  
Bryan Colbert



# Finally it is about Aptitude

- Does the customer have the natural tendency or inclination to move on
- Does the customer have the natural ability or talent to move on
- Then the chances are the Sky will clear in time.



