

New Start Program Highlights

- You do not have to repay the arrears forgiveness.
- You can be enrolled year-round.
- The arrears credit can be used towards your PCLP electric and/or natural gas balance.
- The maximum credit is \$250. (\$62.50 for every 3 months of payments made on time for up to 12 months)
- Late fees are waived while you are enrolled in the program.



The New Start Program

Customer Assistance
Program for Customers of
Pike County
Light & Power





What is the New Start Program?

The New Start Program is a Customer Assistance Program offered by Pike County Light & Power (PCLP) to assist customers in bringing their account current over the course of one year. For every three months of payments made in full and on time, PCLP will apply a credit of \$62.50 to the customer's account for a maximum of \$250.00 in arrears forgiveness.

An additional benefit of the New Start Program is that all late fees are waived while you remain on the program. Waiving late fees can save a customer hundreds of dollars over the course of the year and assists in providing our customers a 'New Start' to get their account balances back on track.

How Is the Program Funded?

The New Start Program is funded by PCLP through the System Benefits Charge, a small charge on all customers' bills. This charge provides funding for low income assistance, energy conservation, outreach and education, and other public policy programs.

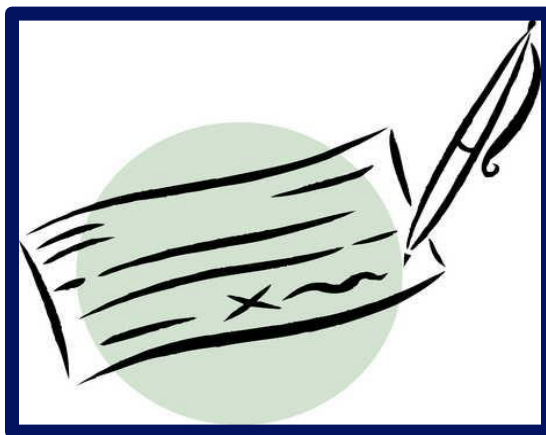
Am I Eligible?

To be eligible for the New Start Program, you must be a PCLP customer and meet the following criteria:

- Agree to a Budget Plan/Payment Agreement to pay the total current arrears over a one-year term. PCLP will estimate what the average bill amount will be over the next 12 months by taking the prior year's usage and dividing that amount by 12. PCLP will also divide the current past due balance by 12 and add those two amounts together to come up with the monthly Budget Plan/Payment Agreement amount.
- Have not participated in the New Start Program within a three-year period.
- Have a monthly income of no more than 250% of the Federal Poverty Level (FPL).
- Have a current past due balance over \$500.00 that is over 30 days due.

When Can I Apply?

While there is no formal written application required, you can request to be accepted into the New Start Program year-round. This is not a seasonal program.



How does it work?

For every three months of payments made in full and on time, PCLP will apply a credit of \$62.50 to a customer's account for a maximum of \$250.00 in arrears forgiveness.

While you are enrolled in the New Start Program, PCLP would also waive all late fees. To remain on the program, you must comply with the Budget Plan/Payment Agreement. Should you miss a payment or make a late payment, you will be removed from the New Start Program.

The arrears forgiveness works incrementally. If a customer qualified for arrears forgiveness in prior quarter(s) but was removed from the program, the customer will retain the already processed forgiveness credits.

At the end of the one-year term, if the customer has complied fully, the customer can remain on a Budget Plan and the monthly amount will be reevaluated.

How Do I Apply?

You will be required to provide proof of income.

Contact Pike County Light & Power in one of the following ways to request to be added to the program:

In Person

Stop in the PCLP office at 105 Schneider Lane, Milford PA, 18337.

By Phone

Call the PCLP office at 570-832-2988.

Administered By

**Pike County Light & Power
New Start Program
105 Schneider Lane
Milford, PA 18337**

570-832-2988