



## MAYOR'S OFFICE OF COMMUNICATIONS

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### Important Winter Information

#### HOTLINE NUMBERS

##### **Homeless Outreach Hotline**

To report a homeless person living on the streets and get them immediate assistance.  
215-232-1984

##### **Heat Crisis Hotline**

Tenants with heating emergencies can call the city of Philadelphia's Heat Crisis Hotline  
Business Hours: 215-686-2590  
Nights and Weekends: 215-686-1776

##### **Smoke Alarm Hotline**

Citizens who need a smoke alarm and cannot afford one can call the Smoke Alarm Hotline to request a free smoke alarm.  
215-686-1176

##### **Behavioral Health Hotline**

A 24 hour, seven days a week hotline for people experiencing a mental health crisis.  
215-685-6440

#### ADDITIONAL HOMELESS SERVICES

##### **City of Philadelphia Café Shelters**

Overnight drop-in centers for homeless people to get out of the cold for the night.  
Each Café is open every night during the winter from 10:00 p.m. to 6:00 a.m.

- **The Grace Café (55 North Broad Street)**
- **315 South Café (315 South Broad Street)**
- **St. John's Hospice Café (1221 Race Street)**

#### HEAT ASSISTANCE

##### **Weatherization Workshops**

An effort between the city, PGW and the United Way to show residents how to conserve energy and save money.

215-684-6100

**LIHEAP (Low Income Home Energy Assistance Program)**

The LIHEAP Cash Grant is a federal grant to help customers with their home heating bills.  
215-560-2970

**CRISIS Grant**

This is a federal grant that helps pay for heating costs in a heating emergency, when service is off, threatened to be shut off, or if you have a past due balance with PGW.  
215-686-2590

**Customer Assistance Referral and Evaluation Program**

CARES helps customers with special needs, such as family, medical or financial emergencies.  
215-235-1000

**Utility Emergency Services Fund (UESF)**

UESF provides grants up to \$500 to eligible low-income customers to help them pay off the balance of a bill.  
215-972-5170

**Basic System Repair Program**

Provides free heating repairs for low-income Philadelphia homeowners.  
215-448-2160

**PHIL Energy Loans**

A city-sponsored loan program that covers energy-conservation projects and payment of recent utility bills (not weatherization)  
215-851-1777

**ADDITIONAL RESOURCES ON THE WEB**

**Philly SOS – Search Online for Services**

Philadelphia's most comprehensive and up-to-date online resource for social services brought to you by the Philadelphia Department of Human Services. Whether you're looking for a day care facility, help paying your gas bill or the nearest City Recreation Center, Philly SOS is your one-stop website with all of the answers.

**[www.phillysos.org](http://www.phillysos.org)**

**United Way of Southeastern Pennsylvania**

One of the largest and most respected community-based organizations in the area, the United Way provides essential health and human services to children, youth and adults in order to build supporting safe and thriving communities and neighborhoods.

**[www.uwsepa.org](http://www.uwsepa.org)**

**Red Cross of Southeastern Pennsylvania**

The Red Cross offers a wide range of services to the people of Chester, Montgomery, and Philadelphia counties, and most of Bucks and Delaware counties.

[www.redcross-philly.org](http://www.redcross-philly.org)