



Furnace Safety Tip

Have your gas furnace inspected by a qualified professional before cold temperatures arrive.

For more tips, visit peoples-gas.com/furnace

WV SRRRS PROGRAM

The **Special Reduced Rate Residential Service Program (SRRRS)** is a program established by the state of West Virginia and administered by the Department of Health & Human Resources (DHHR). Eligible participants **receive a 20 percent discount on their utility bills** (gas, electric and/or water) during the months of November through March. DHHR mails applications in October and customers must re-apply each year.

The eligibility requirements as determined by the Department of Health & Human Resources are:

- Supplemental Social Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) for recipients sixty years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March

Please mail your signed SRRRS form to:

**Peoples, Attn: Customer Relations,
375 North Shore Drive, Pittsburgh, PA 15212**

Please do not mail your signed form in your payment envelope.



PEOPLES EMERGENCY SERVICE 1-800-400-4271

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

Please use this number only in an emergency.

Ask to See ID

Remember to always ask to see ID when a service employee visits your home.

In order to give you peace of mind, customer service employees wear photo identification. If you don't see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

As of October 2, 2023, Hope Gas has acquired Peoples Gas West Virginia (WV). Customer service employees in your area now have the Hope Gas logo on their IDs and vehicles.

Please contact customer service at **1-800-764-0111** with any questions or concerns.



1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call **711** or **1-800-654-5988** TTY# **1-800-654-5984**

   **@PeoplesNatGas**



Hopegas.com

781 Chestnut Ridge Road, Morgantown, WV, 26505



PEOPLESVIEW

Winter Safety Tips

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www.peoples-gas.com

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

The **Low Income Energy Assistance Program (LIEAP)** is a government grant applied directly to help pay your Peoples heating bill. LIEAP is not a loan.

2023 - 2024 INCOME GUIDELINES

60% of West Virginia Median Income
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,186	\$26,232
2	\$2,523	\$30,276
3	\$2,859	\$34,308
4	\$3,196	\$38,352
5	\$3,532	\$42,384
6	\$3,869	\$46,428
7	\$4,205	\$50,460
8	\$4,542	\$54,504
9	\$4,877	\$58,524
10	\$5,214	\$62,568

For each additional person, add \$321 in monthly income.

*All members of household regardless of age



Dollar Energy Fund (DEF) provides grants to people with limited incomes who make a good faith payment toward their bills.

2023 - 2024 INCOME GUIDELINES

150% Federal Poverty Level
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,823	\$21,870
2	\$2,465	\$29,580
3	\$3,108	\$37,290
4	\$3,750	\$45,000
5	\$4,393	\$52,710
6	\$5,035	\$60,420
For each additional person add	\$642	\$7,710

*All members of household regardless of age

Budget Now for Winter Bills

Our Budget Billing lets you take control of your expenses and avoid the surprise of seasonally high bills.

The budget plan is your yearly gas usage averaged over a twelve-month period. This allows you to pay a more consistent amount throughout the year. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Peoples will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

Joining Budget Billing is easy! Sign up online at peopleseaccount.com or call us at 1-800-764-0111.



Winter Tips

Don't Let Water Pipes Freeze

Locate pipes that are most prone to freezing - those near outer walls, in crawl spaces or in attics. Both copper and plastic water pipes can burst. If pipes are close to an exposed outside wall, open the cabinet door to let room heat in. Wrap pipes with pipe insulation or layers of newspaper with plastic to keep out moisture.

It only takes a day or two of sub-freezing temperatures to cause damage. If you plan to be away from home for a period of time, consider "winterizing" your pipes (turning off the main water valve and opening all faucets to drain the system), even if you have someone looking in on your home while you're gone. Be aware that leaks sometimes don't show up until a pipe thaws, which can cause extensive damage to walls.

If you own a rental property (vacant or occupied), check frequently to be sure the building is adequately heated or, in the case of a vacant property, consider winterizing the building using the tips above.

If your water pipes do freeze, call a professional to thaw them. NEVER use a torch.

Keep Meters Clear

Never tie (tether) pets to gas meters or use gas meters to hang garden hoses or other tools.

Keeping a clear path to your gas meter not only helps Hope Gas employees trying to perform routine maintenance but also allows emergency responders quick access should the need arise.

Remove snow and ice from your natural gas meter with a broom or brush, but never kick or try to chip ice with a hard object.

Look up! Ice can break off of gutters and overhangs and damage a meter if struck, or ice can melt during the day and splash up into regulator vents then freeze again at night, which may lead to improper pressures.

Keep ignition sources at least 3 feet away from your gas meter and from appliance vents or intakes. Appliance flue products contain moisture, which could freeze in cold weather and also cause corrosion.

Never hang a light bulb near a meter for heat.

Gas meters with regulators require open air around them, **so never box in or wrap your meter with blankets.**