

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.

Attention West Virginia Residents 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 60 years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March



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 Peoples service employee visits your home.

In order to give you peace of mind, Peoples requires all of its customer service employees to 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.

ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. 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 @Peoples



PEOPLESVIEW

Peoples Programs Are Here to Help Keep You Warm This Winter!

NOVEMBER 2022



www.peoples-gas.com

If you or someone you know needs help paying their winter gas bills, please dial **1-800-400-WARM (9276)** or visit **PEOPLES-GAS.COM/HELPMEPAY**



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.

2022 – 2023 INCOME GUIDELINES

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

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,049	\$24,588
2	\$2,680	\$32,160
3	\$3,310	\$39,370
4	\$3,941	\$47,292
5	\$4,571	\$54,852
6	\$5,201	\$62,412
7	\$5,829	\$69,948
8	\$6,419	\$77,028
For each additional person add	\$590	\$7,590



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

2022 – 2023 INCOME GUIDELINES

250% Federal Poverty Level
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,831	\$33,975
2	\$3,815	\$45,775
3	\$4,798	\$57,575
4	\$5,781	\$69,375
5	\$6,765	\$81,175
6	\$7,748	\$92,975
7	\$8,731	\$104,775
8	\$9,715	\$116,575
For each additional person add	\$983	\$11,800



Attention West Virginia Customers: Rent and Utility Assistance are Available Now!

Are you renting your home or apartment and experiencing financial hardship due to the COVID-19 pandemic? The West Virginia Housing Development Fund is now offering the Mountaineer Rental Assistance Program (“MRAP”) to provide help with both rent and utility programs. To learn more about MRAP and how to apply for assistance, visit www.peoples-gas.com/wvhelp or call us at **1-800-400-WARM (9276)**. The MRAP runs until all of the funds are exhausted.

Note: you must identify your utilities by name on the application.



*All members of household regardless of age