

## 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. Delta calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Delta 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](http://peopleseaccount.com) or call us at 1-800-764-0111.**



## LIHEAP

The **Low Income Home Energy Assistance Program (LIHEAP)** provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Delta heating bill.

### 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
7	\$5,678	\$68,130
8	\$6,320	\$75,840
For each additional person add	\$642	\$7,710

\*All members of household regardless of age

## EMERGENCY CONTACT INFORMATION TO REPORT AN EMERGENCY 24 HOURS A DAY, CALL 1-800-400-4271.

### Ask To See ID

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

In order to give you peace of mind, Delta 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 Delta employees carry an ID card with their name, photo and the Delta logo. Also, look for a vehicle with the Delta logo. **Please contact customer service at 1-800-764-0111 with any questions or concerns.**



DELTA NATURAL GAS  
COMPANY, INC.

[deltagas.com](http://deltagas.com)

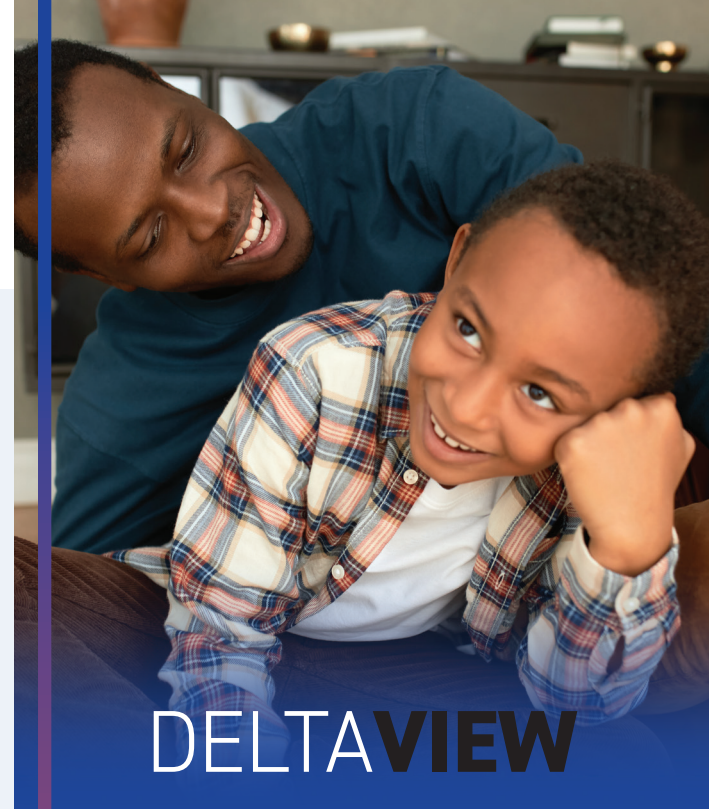
3617 Lexington Rd. Winchester, KY 40391  
Telephone: (888) 427-7335 • Fax: (859) 744-3623



1-800-764-0111 • [peoples-gas.com](http://peoples-gas.com)

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

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## Keep Your Furnace Healthy!

NOVEMBER 2023



PEOPLES™  
An Essential Utilities Company



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# IMPORTANT NOTICE

TO OUR CUSTOMERS: The Kentucky Public Service Commission has approved a regulation governing **termination of service to a customer for nonpayment of bills during the winter months**. The purpose of the regulation is to protect certain low-income residential customers who depend on natural gas for heat from a potentially life-threatening termination of service during the winter months.

## Please contact the Community Action Agency near you for help!

KENTUCKY COMMUNITY ACTION AGENCIES		
BATH COUNTY	23 Cedar Creek Drive, Owingsville, KY 40360	800-927-1833
BELL COUNTY	129 North Pine Street, Pineville, KY 40377	606-337-3044
BOURBON COUNTY	1414 South Main Street, Paris, KY 40361	859-987-5277
CLARK COUNTY	32 Meadow Lane, Winchester, KY 40391	859-744-3235
CLAY COUNTY	1535 Shamrock Road, Manchester, KY 40962	606-598-5127
ESTILL COUNTY	100 Tyler Lane, Irvine, KY 40336	606-723-4492
FAYETTE COUNTY	913 Old Georgetown Street, Lexington, KY 40511	859-244-2215
FLEMING COUNTY	203 High Street, Flemingsburg, KY 41041	606-845-0081
GARRARD COUNTY	107 S. Campbell Street, Lancaster, KY 40444	859-792-3422
JACKSON COUNTY	5748 Highway 290, McKee, KY 40447	606-364-4484
JESSAMINE COUNTY	300 Southview Drive, Nicholasville, KY 40356	859-885-3512
KNOX COUNTY	KCEOC, 5448 N. US 25 E, Suite A, Gray, KY 40734	606-546-3152
LAUREL COUNTY	188 Dog Patch Trading Center, London, KY 40741	606-864-9121
LEE COUNTY	205 Main Street, Beattyville, KY 41311	606-464-2259
LESLIE COUNTY	121 Maple Street, Hyden, KY 41749	606-672-2155
MADISON COUNTY	309 Spangler Drive, Richmond, KY 40475	859-623-6514
MASON COUNTY	1679 Forest Avenue, Maysville, KY 41056	606-564-8389
MENIFEE COUNTY	288 Bible Camp Lane, Frenchburg, KY 40322	800-927-1833
MONTGOMERY COUNTY	118 Maloney Way, Mt. Sterling, KY 40353	800-927-1833
POWELL COUNTY	176 12th Street, Clay City, KY 40312	606-663-2659
ROBERTSON COUNTY	69 McDowell Street, Mt. Olivet, KY 41064	606-724-5513
ROWAN COUNTY	136 Lee Avenue, Suite A, Morehead, KY 40351	800-927-1833
WHITLEY COUNTY	215 North 4th Street, Williamsburg, KY 40769	606-549-3933

### BIG SANDY AGENCIES

#### FLOYD COUNTY

60 Court Street  
Allen, KY 41601  
606-874-3595

#### JOHNSON COUNTY

230 Court Street  
Paintsville, KY 41240  
606-789-3641

#### MAGOFFIN COUNTY

131 South Church Street  
Salyersville, KY 41465  
606-349-2217

#### MARTIN COUNTY

Roy F. Collier Community Center  
387 East Main Street  
Inez, KY 41224  
606-298-3217

#### PIKE COUNTY

478 Town Mountain Road  
Pikeville, KY 41501  
606-432-2775

### LKLP AGENCIES

#### KNOTT COUNTY

131 W. Main Street  
Hindman, KY 41822  
606-785-3322

#### LESLIE COUNTY

Transit Facility  
121 Maple Street  
Hyden, KY 41749  
606-672-2155

#### LETCHER COUNTY

726 HWY 203A,  
Whitesburg, KY 41858  
606-633-4458

#### PERRY COUNTY

JobSight Office Complex  
412 Roy Campbell Drive  
Hazard, KY 41701  
606-439-1362



## Keep Your Furnace Healthy

Keep your furnace performing at its best with an annual furnace check-up.

Have your furnace and other gas appliances inspected by a qualified professional when cold temperatures arrive.

An inspection helps ensure reliable heat and can prevent potential problems.

Your contractor should:

- Test the thermostat.
- Check the flue.
- Visually inspect the heat exchanger, motor and vents.
- Check the pilot light, unless your furnace features pilotless ignition.
- Lubricate the blower motor.

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold air-returns clean and clear of furniture and draperies to help the air flow properly.