

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.



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



**It's Just Three Numbers,
But Could Save Your Life**

www.call811.com



PEOPLESVIEW

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

NOVEMBER 2023



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.

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



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

If you or someone you know needs help paying their winter gas bills, please dial
1-800-400-WARM (9276), or visit our website at **peoples-gas.com/helpmepay**.

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

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.