

# Share the Gift of Warmth with Someone You Love

In just a few easy online steps, you can make a payment toward your loved one's gas bill. Delight a family member, friend or neighbor with the Gift of Warmth for this Holiday Season!

[Peoples-Gas.com/Gift](http://Peoples-Gas.com/Gift)



## Landlord Automatic Transfer Program

Landlords – Did you know you can protect your rental property from gas shut-offs when tenants move out?



Download the form at [peoples-gas.com/landlord](http://peoples-gas.com/landlord). When you enroll

in this program, Peoples will automatically transfer the natural gas account into your name when a tenant requests a gas shut-off at the rental property, and the service will remain in your name until a new tenant requests service. A nominal fee may apply to the transfer. Call us for more information.

## Furnace Safety Tip

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

For more tips, visit [peoples-gas.com/furnace](http://peoples-gas.com/furnace)

## EMERGENCY SERVICE

### 1-800-400-4271

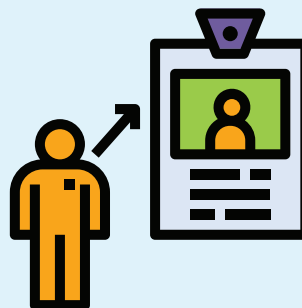
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

**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.**



An Essential Utilities Company

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

@peoplesnatgas     

# PEOPLES VIEW

December 2020



## SHARE THE GIFT OF WARMTH WITH SOMEONE YOU LOVE!

# 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 consumption 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!**  
Skip the long waits to speak to a live agent at [peopleseaccount.com](http://peopleseaccount.com), or call 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 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 Peoples 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 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.**

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](http://PEOPLES-GAS.COM/HELPMEPAY)

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

KENTUCKY ONLY | 150% Federal Poverty Level

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 Peoples heating bill.

**Homeowners and Renters May Qualify When:**

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
4	\$3,275	\$39,300
5	\$3,835	\$46,020
6	\$4,395	\$52,740
7	\$4,955	\$59,460
8	\$5,515	\$66,180
For Each Add'l Person, Add	\$560	\$6,720

### LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

WEST VIRGINIA ONLY | 60% State Median Income

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

**Homeowners and Renters May Qualify When:**

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$1,931	\$23,172
2	\$2,525	\$30,300
3	\$3,119	\$37,428
4	\$3,713	\$44,556
5	\$4,307	\$51,684
6	\$4,901	\$58,812
7	\$5,495	\$65,940
8	\$6,089	\$73,068
For Each Add'l Person, Add	\$594	\$7,128

### DOLLAR ENERGY FUND (DEF)

WEST VIRGINIA ONLY | 200% Federal Poverty Level

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



**Homeowners and Renters May Qualify When:**

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$2,127	\$25,520
2	\$2,873	\$34,480
3	\$3,620	\$43,440
4	\$4,367	\$52,400
5	\$5,113	\$61,360
6	\$5,860	\$70,320
7	\$6,607	\$79,280
8	\$7,353	\$88,240
For Each Add'l Person, Add	\$747	\$8,960

\*All members of household regardless of age

## 2020 - 2021 INCOME GUIDELINES

## Attention West Virginia WV SRRRS

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 (20%) 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) recipients sixty years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March

