

NEW ONLINE ELIGIBILITY TOOL – “PROGRAMFINDER”

This winter heating season, **we've made it easier to find out if you're eligible** for Peoples' customer support programs, including LIHEAP, CAP and Dollar Energy. Try the confidential ProgramFinder, located on our website, peoples-gas.com/helpmepay, as a one-stop approach to finding help with your utility bills. If you know of someone who might need assistance with their winter heating bills, please have them check out the **ProgramFinder** or call **1-800-400-WARM (9276)**.

SHARE THE

GIFT
OF

WARMTH

WITH SOMEONE YOU LOVE

In just a few easy online steps, you can make a payment towards 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

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.**

You Have A Choice

Did you know that Energy Choice is available to Pennsylvania utility customers?

You do not have to purchase your natural gas from Peoples. The Energy Choice Program provides you the option of purchasing your natural gas from a state approved supplier. Visit My Account/Understand My Bill/Shop for Gas at peoples-gas.com for additional details, or visit the Pennsylvania Gas Switch website, pagasswitch.com, for a list of natural gas suppliers and current offers.



MAKING YOUR LIFE BETTER.

Safety. Customer Commitment. Trust. Community.

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 VIEW

November 2019

PEOPLES
PROGRAMS
ARE HERE TO HELP
KEEP YOU WARM
THIS WINTER!

PNG1119

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**



CUSTOMER ASSISTANCE PROGRAM (CAP)

200% Federal Poverty Level



DOLLAR ENERGY FUND (DEF)

200% Federal Poverty Level



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

150% Federal Poverty Level

Peoples Customer Assistance Program (CAP)

is an affordable monthly payment plan, based on income, for customers who meet income guidelines. Participants make reasonable payments to maintain gas service and can earn credits to reduce their balance each month.

Homeowners and Renters May Qualify When:

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$2,082	\$24,980
2	\$2,818	\$33,820
3	\$3,555	\$42,660
4	\$4,292	\$51,500
5	\$5,028	\$60,340
6	\$5,765	\$69,180
7	\$6,502	\$78,020
8	\$7,238	\$86,860
For Each Additional Person, Add	\$737	\$8,840

*All members of household regardless of age

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	\$2,082	\$24,980
2	\$2,818	\$33,820
3	\$3,555	\$42,660
4	\$4,292	\$51,500
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7	\$6,502	\$78,020
8	\$7,238	\$86,860
For Each Additional Person, Add	\$737	\$8,840

*All members of household regardless of age

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	\$1,561	\$18,735
2	\$2,114	\$25,365
3	\$2,666	\$31,995
4	\$3,219	\$38,625
5	\$3,771	\$45,255
6	\$4,324	\$51,885
7	\$4,876	\$58,515
8	\$5,429	\$65,145
For Each Additional Person, Add	\$553	\$6,630

*All members of household regardless of age