



EMERGENCY SERVICE

1-800-400-4271

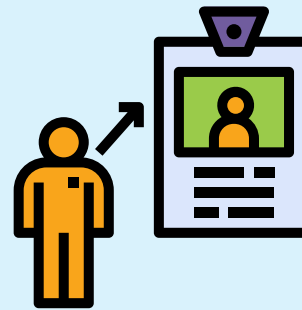
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

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     

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!

CALL TO ENROLL: 1-800-764-0111
or visit peopleseaccount.com

“PROGRAMFINDER” – Online Assistance Tool

With the winter heating season approaching, Peoples can connect you with programs to help with utility bills through energy assistance, lower monthly payments and reducing energy usage. Check out our confidential “ProgramFinder” tool at peoples-gas.com/helpmepay to see if you may be eligible for assistance.

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 peoples-gas.com/shopforgas for additional details, or visit the Pennsylvania Gas Switch website, pagasswitch.com, for a list of natural gas suppliers and current offers.

Peoples Residential Commodity Charge as of October 1, 2021 is \$4.8068 (per Mcf)

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

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)

250% 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	\$2,147	\$25,760
2	\$2,903	\$34,840
3	\$3,660	\$43,920
4	\$4,417	\$53,000
5	\$5,173	\$62,080
6	\$5,930	\$71,160
7	\$6,687	\$80,240
8	\$7,443	\$89,320
For Each Additional Person, Add	\$757	\$9,080

*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	\$2,684	\$32,199
2	\$3,629	\$43,549
3	\$4,575	\$54,900
4	\$5,520	\$66,250
5	\$6,466	\$77,599
6	\$7,412	\$88,950
7	\$8,357	\$100,300
8	\$9,302	\$111,650
For Each Additional Person, Add	\$945	\$11,350

*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	\$1,610	\$19,320
2	\$2,178	\$26,130
3	\$2,745	\$32,940
4	\$3,313	\$39,750
5	\$3,880	\$46,560
6	\$4,448	\$53,370
7	\$5,015	\$60,180
8	\$5,583	\$66,990
For Each Additional Person, Add	\$568	\$6,810

*All members of household regardless of age