

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

Attention West Virginia Residents 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 (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 60 years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March



EMERGENCY SERVICE

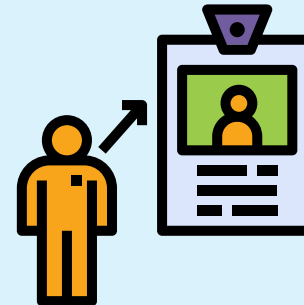
1-800-400-4271

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



**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**



DOLLAR ENERGY FUND (DEF)

WEST VIRGINIA ONLY

200% Federal Poverty Level



LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

WEST VIRGINIA ONLY

150% Federal Poverty Level



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

KENTUCKY ONLY

150% Federal Poverty Level

The **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 Additional Person, Add	\$747	\$8,960

*All members of household regardless of age

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	\$1,595	\$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 Additional Person, Add	\$560	\$6,720

*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	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
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*All members of household regardless of age