

Third Party Notification



When you are ill, disabled or away from your home for long periods of time, you may not be able to pay your bills by the due dates. The Peoples Natural Gas Third Party Notification Program allows you to appoint a third party. This can be a relative, friend, clergyman, or social service agency to whom we will send a copy of notices for past-due bills.

Once we inform the third party, he or she can then help to arrange payment to keep your service active. Naturally, the third party will not be legally liable for your bill.

If you, or someone you care about could benefit from the Peoples Natural Gas Third Party Notification Program, please fill out the form and mail it to the address below.

Please detach and return completed form to: Peoples Natural Gas, P.O. Box 53526, Pittsburgh, PA 15253-5226

CUSTOMER TO BE ENROLLED:

Name: _____ Account No: _____
Address: _____ Telephone: (____) _____
City: _____ State: _____ Zip: _____

Date: _____ Customer Signature: _____

THIRD PARTY:

Name: _____ Telephone: (____) _____
Address: _____
City: _____ State: _____ Zip: _____

Date: _____ Third Party Signature: _____

Signatures from both the Customer and the Third Party are required for enrollment in the Third Party Notification Program. Please mail completed form to the address above. Questions? Contact us at 1-800-764-0111.



For retirees on the go, as well as for caregivers, our Third Party Notification can provide an alert in the event that gas service is in danger of being terminated. A friend, relative or other third party can agree to be notified of a possible service termination. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated as a third party, or if you would like to designate someone to be a third party, please call customer service at 1-800-764-0111 to request a Third Party Notification enrollment form, or download the form at peoples-gas.com/thirdparty. Fill out the form and mail it to the address listed.

Additional Help

Additional help may be available for your housing, food and utility needs. **United Way's 211** service can refer you to other aid programs. If you or a loved one needs assistance, please call 211 today.



EMERGENCY SERVICE

1-800-400-4271

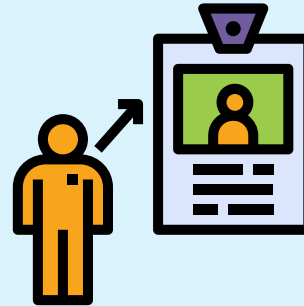
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

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

Individuals with Hearing Loss
Call 711 or 1-800-654-5988
TTY# 1-800-654-5984

@peoplesnatgas     

PEOPLES VIEW

October 2020



BUDGET NOW FOR WINTER BILLS



Call 811

Before You Dig

It's a Free Call to 811 and It's the Law!



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
CUSTOMERS**



The **Dollar Energy Fund** is a non-profit organization whose mission is to improve the quality of life for older adults and households experiencing hardships in our area by providing grants to help them stay warm during the winter heating season. For more than 37 years, **Dollar Energy Fund** has provided \$158 million in utility assistance grants for more than 573,000 limited-income families and individuals.

On October 1, 2020, **Dollar Energy Fund** will accept applications from people with limited incomes who make a good faith payment towards their bills. If you or someone you know needs help paying their winter gas bills, please dial **800-400-WARM (9276)**.

Check out our website to learn more about all of the services available to help you: **Peoples-Gas.com/Helpmepay**

2020 - 2021 INCOME GUIDELINES

200% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	MONTHLY INCOME	ANNUAL INCOME
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1	\$2,127	\$25,520
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2	\$2,873	\$34,480
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3	\$3,620	\$43,440
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4	\$4,367	\$52,400
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5	\$5,113	\$61,360
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6	\$5,860	\$70,320
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7	\$6,607	\$79,280
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8	\$7,353	\$88,240
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For each additional person add	\$747	\$8,960
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* All members of household regardless of age



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