



## Third Party Notification

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](http://peoples-gas.com/thirdparty).**

**Fill out the form and mail it to the address listed.**



## 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.



# PEOPLESVIEW

## Budget Now for Winter Bills

OCTOBER 2022

## 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.



United Way  
of West Virginia



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



[www.peoples-gas.com](http://www.peoples-gas.com)



Call 811 Before You Dig. It's a Free Call to 811 and It's the Law!  
www.call811.com

## 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 gas usage 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! Sign up online at [peopleseaccount.com](http://peopleseaccount.com) or call us at 1-800-764-0111.

## Attention West Virginia Customers: Rent and Utility Assistance are Available Now!

Are you renting your home or apartment and experiencing financial hardship due to the COVID-19 pandemic? The West Virginia Housing Development Fund is now offering the Mountaineer Rental Assistance Program ("MRAP") to provide help with both rent and utility programs. To learn more about MRAP and how to apply for assistance, visit [www.peoples-gas.com/wvhelp](http://www.peoples-gas.com/wvhelp) or call us at 1-800-400-WARM (9276). The MRAP runs until all of the funds are exhausted.

Note: you must identify your utilities by name on the application.



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 39 years, Dollar Energy Fund has provided \$234 million in utility assistance grants for more than 775,000 limited-income families and individuals.

On October 1, 2022, Dollar Energy Fund will accept applications from customers who meet the income guidelines. If you or someone you know needs help paying their winter gas bills, please dial 1-800-400-WARM (9276).

Check out our website to learn more about all of the services available to help you: [peoples-gas.com/helpmepay](http://peoples-gas.com/helpmepay).

### 2022 - 2023 INCOME GUIDELINES

200% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,265	\$27,180
2	\$3,052	\$36,620
3	\$3,838	\$46,060
4	\$4,625	\$55,500
5	\$5,412	\$64,940
6	\$6,198	\$74,380
7	\$6,985	\$83,820
8	\$7,772	\$93,260
For each additional person add	\$787	\$9,444

\*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 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) for recipients 60 years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March

