



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 or call us at 1-800-764-0111.

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.

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.



1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss

Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

@PeoplesNatGas



PEOPLESVIEW

DOLLAR ENERGY FUND OPENS OCTOBER 1

OCTOBER 2023



www.peoples-gas.com



CAP

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.

2023 - 2024 INCOME GUIDELINES

150% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,823	\$21,870
2	\$2,465	\$29,580
3	\$3,108	\$37,290
4	\$3,750	\$45,000
5	\$4,393	\$52,710
6	\$5,035	\$60,420
For each additional person add	\$642	\$7,710



Dollar Energy Fund (DEF) provides grants to people with limited incomes who make a good faith payment toward their bills.

2023 - 2024 INCOME GUIDELINES

200% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$ 2,430	\$29,160
2	\$3,287	\$39,440
3	\$4,143	\$49,720
4	\$5,000	\$60,000
5	\$5,857	\$70,280
6	\$6,713	\$80,560
For each additional person add	\$857	\$10,280

*All members of household regardless of age

Energy Choice=Your Choice

Peoples offers a voluntary Energy Choice program that allows you the option to purchase the natural gas you use from a Pennsylvania Public Utility Commission (PUC) approved Natural Gas Supplier instead of from Peoples. Whether you choose to purchase your gas from a Natural Gas Supplier or from Peoples, Peoples will remain your Natural Gas Distribution Company (NGDC). We will continue to provide you with safe and reliable service for your home or business, read your meter, provide high quality customer service and respond to natural gas emergencies.

Your natural gas bill comprises two main components:



Gas Cost = Peoples buys natural gas and sells it to you for whatever price we pay for it. Peoples does not make any profit off the gas cost.

Delivery Service = Cost of delivering natural gas to your home or business.

The Gas Cost component is the portion of your bill that you can shop for a Natural Gas Supplier to provide. The prices charged by a Natural Gas Supplier are not regulated by the PUC, and there is no guarantee that you'll save money, but they may offer pricing and special incentives that would fit with your individual needs, such as long-term fixed pricing.

When you begin shopping for a Natural Gas Supplier, start by checking out the "Shop For Gas" section of our website, where you will find a list of approved Natural Gas Suppliers, Price to Compare information and FAQs. You will also find a link to the PUC's website, pagasswitch.com, which will list all current pricing offers available to you.

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.



**It's Just Three Numbers,
But Could Save Your Life**

www.call811.com

How to Enroll

1. Review list of approved Natural Gas Suppliers at peoples-gas.com.
2. Assess the offers and compare prices. Visit the Pennsylvania Public Utility Commission's official shopping website, pagasswitch.com, to see what current options and prices are available for your home or business.
3. Consider the contract terms. Natural Gas Suppliers require you to agree to contract terms, so you'll want to know the contract length and if any early termination fees exist.
4. Choose your Energy Choice supplier by contacting the Natural Gas Supplier that best suits your needs. If you choose not to participate, Peoples will purchase the natural gas for your home or business.