# 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: 1-800-222-5101**
**or visit peopleseaccount.com**

# 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 1-800-222-5101 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
# 1-800-222-5101

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 **1-800-222-5101.**

# 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 1-800-222-5101 with any questions or concerns.**

PEOPLES™
An Essential Utilities Company

**1-800-222-5101**
Peoples-Gas.com

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

@peoplesnatgas

# PEOPLES VIEW
October 2021

## LIHEAP FUNDS AVAILABLE STARTING OCTOBER 18TH

TWP1021

# LIHEAP Funds Availabe Starting October 18th

The Low-Income Home Energy Assistance Program (LIHEAP) provides grants for customers with limited income. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill. **The American Rescue Plan increased grant amounts for this season.**

Starting October 18, 2021, LIHEAP will accept applications through May 6, 2022. **The minimum grant this year is $500 so apply today!** *The Pennsylvania Department of Human Services may extend or shorten the program depending upon the availability of federal funds.*

**2021 – 2022 Income Guidelines**
150% Federal Poverty Level
**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

Peoples offers additional programs that can help with paying your heating bills. You can receive this help in addition to LIHEAP. Also, if you are over income for LIHEAP don't hesitate to call us at **1-800-400-WARM (9276)**. We may still be able to help with other available programs.

Check out our website to apply for LIHEAP and to learn more about all of the services available to help you: **peoples-gas.com/helpmepay**

# 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 (NGS) instead of from Peoples. Whether you choose to purchase your gas from an NGS or from Peoples, Peoples will remain your Natural Gas Distribution Company (NGDC) and will continue to provide you with safe and reliable service to your home or business, read your meter, provide high quality customer service and respond to natural gas emergencies.

If you purchase your gas from Peoples, your natural gas bill is comprised of two main components:.

- **Gas Cost** – Peoples buys Natural Gas and sells it to you for whatever price we pay for it.
- **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 an NGS 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 NGS, start by checking out the "Shop For Gas" section of our website where you will find a list of approved NGS's, Price to Compare information and FAQ. You will also find a link to the PUC's website, **pagasswitch.com**, which will list all current pricing offers available to you.

**HOW TO ENROLL**

1. Review list of approved NGS's at **peoples-gas.com/shopforgas.**
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. NGS's 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 NGS that best suits your needs. If you choose not to participate, Peoples will purchase the natural gas for your home or business.

# 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 Department of Human Services has created the Emergency Rental Assistance Program ("ERAP") to provide help with both rent and utility payments. To learn more about ERAP and how to apply for assistance, visit **www.peoples-gas.com/rent** or call us at 1-800-400-WARM (9276). The ERAP runs until all of the funds are exhausted. **Note: You must identify your utilities by name on the application.**

# 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.