

PEOPLES CUSTOMER ASSISTANCE
PROGRAM
BE UTILITY WISE NOVEMBER 9, 2022

Prepared by Karen Clunas

Peoples Lead Customer Relations Program Specialist

ITEMS FOR REVIEW

- Customer Assistance Program Overview
- Recent Changes made to the Customer Assistance Program
- Budget Billing Option
- Outreach
- Contact Information-How to apply

CUSTOMER ASSISTANCE PROGRAM (CAP)

- PROVIDES AFFORDABLE MONTHLY PAYMENTS BASED ON HOUSEHOLD SIZE AND MONTHLY GROSS INCOME
- CUSTOMERS WITH PRE-PROGRAM BALANCES RECEIVE ARREARAGE FORGIVENESS
- CUSTOMERS RECEIVE MONTHLY CAP CREDITS WHEN THE USAGE BILL IS HIGHER THAN THE CAP PAYMENT
- INCOME GUIDELINE UP TO 200% OF THE FEDERAL POVERTY LEVEL
- CAP CUSTOMERS ARE EXEMPT FROM LATE PAYMENT FEES AND SECURITY DEPOSITS
- ADMINISTERED BY DOLLAR ENERGY FUND.-PEOPLES CSC REPS SCREEN AND REFER CUSTOMERS TO DEF TO APPLY OR RECERTIFY

RECENT CHANGES MADE TO CAP

- Percentage of income amounts that customers pay were lowered from 8, 9, and 10% to 4, 5, and 6% in order to reduce the energy burden on limited income CAP eligible customers.
- Recertification periods were extended from 1 year to 2 years for customers with employment income and from 2 years to 3 years for fixed income types of Social Security, SSI and Pension.

RECENT CHANGES MADE TO CAP Cont.

- Implementation of a paper application.
- Identification of CAP customers who move to a new address for review and expedited enrollment at the new address.
- CAP customers who apply for a DEF grant are only required to make 2 CAP payments instead of 3 to meet the GFP requirement.

BUDGET BILLING

- GAS CONSUMPTION IS AVERAGED OVER A 12 MONTH PERIOD AND CALCULATED BY COMPARING PAST USAGE FOR THE HOME WITH PROJECTED WEATHER CONDITIONS AND RATES
- PROVIDES MORE CONSISTENT MONTHLY BILLS
- THE BUDGET PAYMENT IS REVIEWED QUARTERLY AND ADJUSTED IF NECESSARY

LIHEAP & CAP Promoted Together

MAKING GAS BILLS MORE AFFORDABLE with LIHEAP and CAP

See if you
qualify for
help today!



If you or someone you know is having trouble paying your winter natural gas bills, help is available through the [Low Income Home Energy Assistance Program \(LIHEAP\)](#) and Peoples [Customer Assistance Program \(CAP\)](#).

LIHEAP provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant paid directly to Peoples for your heating bill. [Applications are available from November 1,](#)

CAMPAÑA DE PROGRAMAS DE ATENCIÓN AL CLIENTE DE PEOPLES

Haciendo que las facturas de la cuenta del gas sean más fáciles con LIHEAP y CAP

¡Vea si califica
para recibir
ayuda hoy
mismo!



[Programas para ayuda con la factura del gas - Programa de asistencia de energía para hogares de bajos recursos \(LIHEAP\) y el programa de asistencia al cliente \(CAP\)](#)

Si usted o alguien que conoce tiene problemas para pagar sus facturas de gas este invierno, hay ayuda disponible a través del programa de asistencia de energía para hogares de bajos ingresos (LIHEAP) y el programa de asistencia al cliente de Peoples (CAP).

Outreach Cards



DON'T FORGET TO CHECK THESE BOXES OFF...
Your Save Money, Keep Warm Checklist:

- PROGRAMFINDER**
 - Our anonymous and confidential tool to find out if you're eligible for Peoples customer support programs.
 - www.peoples-gas.com/help
- DIAL: 800-400-WARM (9276)**
- APPLY FOR CAP**
 - An affordable bill based on household income.
 - Earn monthly credits to reduce your balance faster.
- APPLY FOR DOLLAR ENERGY FUND**
 - A grant that helps you pay your gas bill.
- LEARN ABOUT LIHEAP**
 - A federally funded grant program that provides a grant directly to your gas bill account.

IT'S EASY!

 WE'RE HERE TO HELP.


An Essential Utilities Company

PROGRAM CONTACT INFORMATION

- PEOPLES UNIVERSAL SERVICE PROGRAMS 1-800-400-(WARM) 9276
- <https://www.peoples-gas.com/> Program finder www.peoples-gas.com/help
- PEOPLES DOLLAR ENERGY FUND CAP PROGRAM 1-888-282-6816
- www.dollarenergy.org <https://www.hardshiptools.org/MyApp/>