

Program Overview

Alexa Mapstone

Universal Services

Outreach & Education Coordinator

CARES Rep.



Columbia Gas[®] of Pennsylvania
Columbia Gas[®] of Maryland

NiSource Companies



NiSource[®]



Agenda

I. Introductions

II. CARES

III. Customer Programs

- I. Universal Services
- II. Residential Customers
- III. Questions and Answers

Customer Assessment, Referral & Evaluation Services (CARES)



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Customer Assessment, Referral & Evaluation Services (CARES)

- Outreach for All Programs
- Vulnerable & Special Needs Customers
 - Customers experiencing Domestic Violence
 - Aging Adults
 - Customers who are in low-income situations
 - Veterans
- To Apply call 1-800-537-7431 or contact a CARES rep

Universal Services programs:

Customer Assistance Program (CAP)

- Residential Heat Customer
- Income at or below 150% FPIG
- Low Monthly Payment
- Arrearage Forgiveness
- Income must be documented (pay stubs one months worth, direct deposit statements, tax documents for self employed, social security award letters, etc.)
 - Can be sent to CARES Rep.

To apply call 1-800-537-7431

Universal Services programs:

WarmWise: Low Income Usage Reduction Program (LIURP)

- Free for home owners & renters with high natural gas usage.
- Income at or below the 200% of FPIG.
- Measures include: Clean & Tune of furnace, resolution of any heating safety issues, sidewall & attic insulation, caulking & weather stripping and blower door guided air sealing
- Call 1-800-537-7431 to refer a customer



Universal Services Programs:

WarmWise: Audits and Rebates

Guidelines:

- Customers with Gross Household Income less than 250% FPIG or less and not meeting LIURP Guidelines
- Gas Heat Customers
- Property Owners (Renters with property owner approval/participation)

Benefits:

- Free BPI Audit
- \$1,800 Rebate Award Towards Audit Recommended Installed Measures
- Free Programmable Thermostat or NEST

To apply call 1-800-537-7431 or apply on line at www.columbiagaspa.com



Universal Services Programs:

Emergency Repair Program (ERP)

- **Income at or below 150% FPIG**
 - Some exceptions up to 200%
 - Coordination with Crisis Program.
- **Homeowners Only**
- **Help with:**
 - Heating Systems**
 - House/Service Gas Lines**
 - Hot Water Tanks**
- **Heat wise**
 - Impacted by COVID

To apply call 1-800-537-7431



Universal Services Programs:

Low Income Home Energy Assistance Program:

LIHEAP

- **HOT LINE – 1-800-272-2714 for agencies**
- **COMPASS**
- **November 1, 2022 – April 28, 2023**

CASH

- **Income at or below 150% FPIG**
- **Help with offsetting winter heating costs**

CRISIS

- **Income at or below 150% FPIG**
- **Help with Reconnecting & Stop Termination**
- **Help with equipment issues**

Universal Services Programs:

Dollar Energy Fund

- Opens October 3st 2022 through September 30, 2023 (or until funds are exhausted)
- 200% FPIG or less
- One time grant
- Offsets overdue payments or restoring service to terminated accounts



Universal Services Programs:

Security Deposit Assistance Fund (SDAF)

- Income between 151% - 250% of FPIG
- One time grant to help pay Security Deposits
- Customers need to disclose financial hardship then they will be referred by customer service representatives to SDAF

Programs for all customers

- **Energy Efficiency Information**
 - Call 1-866-956-0308 then mailed by Goodwill
- **Third Party Notification**
 - Customer agrees to list third party agency or individual who is not responsible for payment but allows that party to know the happenings on account (Ex: student, case worker, etc.)
 - Authorized Caller on Account – can be changed as needed by customer
- **Budget Payment Plan**
 - Projected cost divided by 12
- **Budget Plus Payment Plan**
 - Extends bill more than one year – a prescribed number of months to get caught up
 - Maximum amount is 60 months
- **Medical Certificate**
 - Delay Termination up to 30 days



Partners roles:

- **Refer customers to us**
- **Tell clients to call us as soon as they think they need help**
- **Tell customers about our programs**
- **Distribute or make available brochures to your clients**
- **Write a testimonial on the benefits of LIHEAP**
- **Donate to Dollar Energy Fund**



Questions?

**[Income-Eligible Assistance Programs - Columbia Gas of Pennsylvania
\(columbiagaspa.com\)](http://columbiagaspa.com)**

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