



VIA ELECTRONIC MAIL

March 6, 2023

Rosemary Chiavetta, Executive Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: M-2018-3003177 – Peoples Natural Gas Company 2019-2024 USECP
M-2020-3021343 – Peoples Gas Company 2019-2024 USECP
P-2020-3017641 – Amendment to Peoples Natural Gas Company 2015-2018 USECP
M-2014-2432515 – Peoples Natural Gas

Dear Secretary Chiavetta:

Please accept this **REPLACEMENT FILING** to the letter filed on March 1, 2023, which letter inadvertently excluded the exhibits.

On behalf of the Peoples Natural Gas Company LLC (“Peoples”), in accordance with Item 8 f the August 25, 2022 Order in the above-noted docket, Peoples is providing its Customer Education and Outreach Plan (the “CEOP”), along with a report on outreach activities during 2022 and various sample outreach materials.

Peoples continues to work closely with the Peoples Universal Service Advisory Group (the “USAG”) on the development and refinement of its CEOP. The January 2023 USAG meeting was focused on this topic, and included a review of prior discussions about the following customer outreach topics: (1) CAP outreach, (2) why customers do not respond to written shutoff notices, and (3) why customers do not successfully complete deferred payment arrangements. Based upon the discussions at the January USAG, the content of the discussions has been melded into the development of the 2023 focus activities. Further, the Plain English CAP outreach piece, which is provided to customers prior to termination, was reviewed by the USAG. A current version of this document is provided as an attachment to this filing, along with a redlined version reflecting changes proposed by members of the USAG. The revised version is currently in development and the USAG will be informed of its implementation date. Additionally, based upon discussions, Peoples will work closely with resettlement agencies to identify the top three non-English speaking languages used most prominently across the Peoples service territory in order to include a statement in each of those languages in future printed materials advising customers to contact Peoples to learn more about program availability.

Please contact the undersigned at (412) 208-6834 or Rita Black, Director, Community Assistance Programs, at (412) 208-6530, should you have any questions or concerns regarding this matter.

Sincerely,



Jennifer L. Petrisek
Sr. Counsel

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54 (relating to service by a party).

VIA ELECTRONIC MAIL:

Christy Appleby, Assistant Consumer Advocate
Patrick Cicero, Consumer Advocate
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923
Email Address: CAappleby@paoca.org
PCicero@paoca.org

Richard Kanaskie, Director
Bureau of Investigation and Enforcement
P.O. Box 3265
Commonwealth Keystone Building
400 North Street, 2nd Floor
West Harrisburg, PA 17105
Email Address: RKANASKIE@pa.gov

John R. Evans, Small Business Advocate
Office of Small Business Advocate
300 North Second Street, Suite 1102
Harrisburg, PA 17101
Email Address: jorevan@pa.gov

Elizabeth R. Marx, Esquire
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101
Email Address: emarxPULP@palegalaid.net

Alexis Bechtel, Director
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105
Email Address: abechtel@pa.gov

Joseph Magee, Supervisor
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105
Email Address: jmagee@pa.gov

Louise Fink Smith, Esq.
Pennsylvania Public Utility Commission
Law Bureau
P.O. Box 3265
Harrisburg, PA 17105
Email Address: finksmith@pa.gov



Jennifer L. Petrisek

Dated this 6th day of March, 2023

Peoples Natural Gas and Peoples Gas Consumer Education and Outreach Plan

Purpose: To provide a multi-pronged approach to consumer education with the goal of connecting eligible populations, for whom CAP is the most beneficial plan, to enrollment. In addition to CAP, promotion of other universal service programs, such as LIURP and Hardship Fund, along with external resources, such as LIHEAP, will be emphasized in appropriate activities. A detailed map of advertising and outreach efforts for CAP and LIHEAP, including the number of expected impressions, is provided as an attachment.

General Audience Education & Outreach Activities

Activity	Frequency
Annual focused bill inserts	Singular section of fall insert; expanded sections in November and December inserts
Website self-screening tool	Available 24/7
Website program information	Available 24/7
Social Media Advertisements	Multi-season messaging; aligning with colder weather; opening of energy assistance programs, etc.
Community education	Posters/handouts provided to schools, churches, agencies regarding LIHEAP and CAP. Transit and other paid media advertising promoting LIHEAP occurs throughout the heating season. LIURP outreach is also conducted, particularly in target areas.

Target Audience Education & Outreach Activities

Activity	Details
Incoming callers screened for eligibility	Application for service; bill payment discussions; termination/restoration calls; PFA calls; emergency repair & LIURP screening calls and PUC cases.
Help at Peoples Now (HAPN Program)	Field employees utilize dedicated phone line to refer customers for assistance with CAP and energy assistance to avoid termination.
Plain English Notice (prior to Termination)	Mailed via US mail to accounts identified as low income (FPL <=150% FPL) prior to termination notice mailing.
Termination Notices	Contain eligibility information regarding CAP and energy assistance.
Hardship Grant applications at Dollar Energy Fund agencies	Benefits of CAP described; customers enroll remaining balances after grant into CAP.
LIHEAP recipient identification	List generated weekly of LIHEAP grants received that week on accounts that are not currently enrolled in CAP to be used for outreach.
Community Events	Provide representatives and materials to local events: senior fairs, resource fairs, etc.

Virtual/Hybrid Events	Facebook Live events planned for 2023 to offer overview of programs & answer questions from customers and interested community members.
Western PA Utility Partnership Activities	Joint promotion of programs through coordinated outreach. Peoples and other western PA utilities have joined with the Greater Pittsburgh Food Bank to develop and distribute a utility support flyer. Work currently underway with other utilities and Pennsylvania Utility Law Project to develop a universal CAP application.
Supporting At-Risk Populations	Coordination with resettlement agencies to support enrollment in CAP at the time of initiation of service for refugees and immigrants. In 2023, Peoples plans to expand this model to organizations helping those moving from homelessness into housing.
Employee Outreach	Provide materials for employees to distribute in their communities (schools, libraries, etc.) Information shared each heating season on Peoples' intranet and electronic bulletin boards in all Peoples' locations to encourage employees to share information with their communities.
LIURP Outreach	LIURP outreach is conducted through community events such as food bank distributions or resource fairs. All LIURP participants are additionally screened for CAP & LIHEAP. LIHEAP applications are mailed annually to LIURP participants. Post-inspectors provide CAP & LIHEAP flyer as part of their inspection and visit to further educate participants.

Annual Training/Community Education Opportunities

Association	Training/Support
PA 211 Call Center	On-site/virtual training provided regarding available energy assistance grants, CAP eligibility and enrollment processes.
Project Destiny (Pittsburgh's north side)	Multi-pronged support including regular training for field workers who visit customer homes; case management assistance to enroll customers in CAP, resolve terminations, etc.; participation in monthly resource meetings.
BeUtilityWise (Allegheny County & Johnstown)	Annual participation in planning, program development and presentations to attendees regarding CAP.
Pennsylvania Department of Human Services	Participate in regular meetings with community partners to provide information on eligibility and enrollment.

Greater Pittsburgh Food Bank Partnership	Distribution of CAP/LIHEAP information in food boxes; LIURP and CAP/LIHEAP outreach at food distribution sites.
Beaver Human Services Forum	Participate in meetings and provide presentations regarding Peoples' CAP.
Mission of Mercy	Two-day free dental clinic held in downtown Pittsburgh. Peoples staff answers questions and offers information while also distributing program materials.
State Legislator Events	Provide presentations and one-on-one assistance, distribute materials, etc.
Resource Fairs	Held throughout the service territory, Peoples staff answer questions/distribute information
Virtual/Hybrid Utility Focused Events	Events offered by Peoples and/or in combination with other western PA utilities.
Train the Trainer events	Offer training to additional local agencies, community partners.
Outreach mailings	Targeting school districts with a high percentage of free/reduced lunch students; local churches; social service organizations.
Neighborhood Focused Outreach	Peoples will identify at least one low income neighborhood in its territory for targeted efforts which include developing relationships with community leaders and organizations to support outreach. Peoples will use the experience gained from engaging in the neighborhood(s) to further develop its local outreach model.

Special Needs/Limited English Proficiency/Protection From Abuse

- Outreach materials (posters/handouts) are currently prepared in both English and Spanish translations. As other languages from resettled community members increase the need for materials in other languages, Peoples will work with its partners to provide translated materials.
- Language Line used for LEP customers.
- All PFA customers screened for CAP and LIHEAP.
- All customers receiving other Universal Service programs (LIURP, Emergency Repair Program, CARES) are screened for CAP and LIHEAP.
- Support to vulnerable customers provided by CARES representatives when customers are having difficulty understanding and/or completing steps to enroll in CAP and apply for LIHEAP.
- Help at Peoples Now – Field employees provided with education and dedicated phone line to reach customer program staff to help customers that need CAP or other income eligible programs. Field employees also carry business cards to be given to customers to encourage them to call for assistance.

CAP Enrollment Methods

Method	Availability
Via telephone (most commonly used method)	Monday through Friday from 8 a.m. to 4:30 p.m.; customers that must provide income documentation can submit those via email, fax, or US mail.
Dollar Energy Fund Screening Agency	Applications by appointment with local agency.
Self-service online application	Applications available at https://www.hardshiptools.org/MyApp/
Paper Application	Available through Peoples' CARES team.

Ease of Enrollment Efforts

- No income documentation required if customer has received LIHEAP.
- Customers who receive Hardship Grants that do not cover their entire balance are enrolled into CAP for remaining balance.
- Income submitted to other utility programs managed by CAP administrator (Dollar Energy Fund) can be used, with customer's authorization, to avoid multiple submissions.
- Applicants to Duquesne Light's CAP can provide their permission for DLC to share their data with Peoples to enroll in CAP.

2023 Outreach Development Areas

Activity	
'Office Hours' online/in-person events	Explore partnership with western PA utilities to offer events to allow customers to learn more about programs and seek support.
Agency 'Office Hours'	Consider regularly scheduled visits to agencies by Peoples' team for direct support to customers who have questions or need assistance.
Healthcare Opportunities	Examine how Peoples can connect with social workers and patient support teams within UPMC and Allegheny Health Network to share information and materials.
Income below 50% FPL emphasis	Develop and enhance partnerships with transition and sustainability programs (i.e. women's shelters; resettlement groups; Light of Life mission; HEARTH)
Increasing communication w/CAP participants	Explore additional reminders (payment due; LIHEAP) and methods (email; text)
Energy Burden Education	Work with USAG to develop energy burden educational strategy to be implemented in 2024.

2022 Outreach Events						
Date	Organization	Type (In person, Web, Radio, Telephone)	Program (i.e. CAP LIHEAP, LIURP, Weatherization)	Outreach Material Taken	Audience (i.e. customers, social service agencies)	Area (Where is event located)?
01/10/22	Allegheny County AAA Senior Companion Training	Webinar				
01/11/22	Allegheny County AAA Senior Companion Training	Webinar				
01/12/22	Allegheny County AAA Senior Companion Training	Webinar				
01/20/22	The Intersection - McKeesport	In Person	LIHEAP,CAP, LIURP			McKeesport
01/22/22	United Methodist Church South Park	In Person	LIHEAP,CAP, LIURP. Provided Conservation Tips			
02/09/22	PA LINK	Webinar Presentation (Lunch & Learn)	All			
03/09/22	Yajagoff Podcast	Call In	All Programs		Customers	
03/10/22	Project Destiny Resource Meeting		All			North Side
03/11/22	Let's Talk Radio Show - Butler	Call In	All Programs		Customers	
03/29/22	Project Destiny Food Drive	In Person	LIHEAP	LIHEAP Applications		North Side
04/15/22	Lernerville Pod Cast	In Person	LIHEAP,DEF, Furnace Repair		Customers	Butler
04/19/22	Faith Alliance Church - Butler	In Person	LIHEAP, DEF		Customers (Mens Group)	Butler
04/22/22	Earth Day Event	In Person	LIURP	Brochures	Customers	
04/30/22	Jewish Community Center Health Fair (Hispanic Community)	In Person	All			

2022 Outreach Events						
Date	Organization	Type (In person, Web, Radio, Telephone)	Program (i.e. CAP LIHEAP, LIURP, Weatherization)	Outreach Material Taken	Audience (i.e. customers, social service agencies)	Area (Where is event located)?
04/30/22	Lernerville Speedway - Butler	In Person	LIHEAP (advised of extension)		Customers	Butler
05/01/22	PA Motor Speedway - Butler	In Person	LIHEAP (advised of extension)		Customers	Butler
05/01/22	Live Radio Interview - Meadville	In Person	LIHEAP (advised of extension)		Customers	Meadville
05/02/22	Faith Alliance Church - Butler	In Person	LIHEAP (advised of extension)		Customers	Butler
05/03/22	Assembly of God Church - Butler	In Person	LIHEAP (advised of extension)		Customers (Class)	Butler
05/04/22	PA 211 Outreach Center	Teams (Web)				
05/13/22	Lernerville Speedway - Butler	In Person (Interview)	LIHEAP, DEF		Customers	Butler
05/14/22	Mercer Speedway - Mercer	In Person (Interview)	LIHEAP, DEF		Customer	Mercer
05/16/22	Live Radio Interview - Meadville	In Person	LIHEAP (advised of extension)		Customer	Meadville
05/17/22	UPMC Healthy Living	In Person	All	Flyers		
05/20/22	Lernerville Speedway - Butler (Trackside interview)	In Person	LIHEAP (advised of extension, deliverable fuels & LIHEAP repair)		Customers	Butler
05/21/22	Sharon Speedway - Sharon	In Person	LIHEAP (advised of extension, deliverable fuels & LIHEAP repair)		Customers	Sharon

2022 Outreach Events						
Date	Organization	Type (In person, Web, Radio, Telephone)	Program (i.e. CAP LIHEAP, LIURP, Weatherization)	Outreach Material Taken	Audience (i.e. customers, social service agencies)	Area (Where is event located)?
06/03/22	Lernerville Speedway - Butler - Intermission Interview/pre-race interview	In Person	LIHEAP		Customers	Butler
06/10/22	Lernerville Speedway - Butler Pre-Race interview & podcast	In Person	LIHEAP		Customers	Butler
06/11/22	Mercer Speedway - Mercer Intermission Interview	In Person	LIEAP, DEF, 811		Customers	Mercer
06/15/22	McKeesport Good Neighbor Day	In Person	LIURP	Brochures	Customers	McKeesport
06/18/22	Bridgeville Day	In Person	LIURP	Brochures	Customers	Bridgeville
07/22/22	Lernerville Speedway - Butler Intermission interview	In Person	DEF, CAP, Furnace Repair & 811		Customers	Butler
07/23/22	Uptown Partners Community Day	In Person	LIURP	Brochures	Customers	
07/23/22	PA Motor Speedway - Pittsburgh Intermission interview	In Person	DEF, CAP, Furnace Repair & 811		Customers	
08/05/22	Mission of Mercy	In Person	All	Flyers	Customers	Pittsburgh
08/06/22	Mission of Mercy	In Person	All	Flyers	Customers	Pittsburgh
08/07/22	Greene County Fair - Waynesburg	In Person	Program Finder/All programs	Smart Comfort Brochures & Program Finder postcards	Customers	Waynesburg
08/09/22	Beaver Human Service Forum Board	In Person	All	US programs booklet and flyers		Beaver
08/10/22	Allegheny Co. DHS Immigrants and International Advisory Council - Latino Subcommittee	In Person (Teams Meeting)	All	US programs booklet and flyers		

2022 Outreach Events						
Date	Organization	Type (In person, Web, Radio, Telephone)	Program (i.e. CAP LIHEAP, LIURP, Weatherization)	Outreach Material Taken	Audience (i.e. customers, social service agencies)	Area (Where is event located)?
08/12/22	Lernerville Speedway - Butler Intermission interview	In Person	DEF, Program Finder, 811		Customers	Butler
08/13/22	Braddock Community Day	In Person	LIURP	Brochures	Customers	Braddock
08/27/22	Sen Williams & Rep Kincaid Senior Resource Fair	In Person			Customers	
10/04/22	Where to Turn Resource Fair	In Person	All	Flyers & giveaways	Customers	Pittsburgh
10/06/22	Tony DeLuca Senior Fair	In Person	All	Flyers, LLP brochures & giveaways	Customers	Penn Hills/Oakmont
10/08/22	Standdown Pittsburgh	In Person	LIURP	Brochures	Customers	
11/02/22	Walk-In Ministry First Presbyterian Church	In Person	All	Flyers, LIHEAP appl, giveaways & 211 brochures	Customers	Pittsburgh (Downtown)
11/10/22	Utility Awareness Event	In Person	All	???	Customers	Homewood
11/10/22	Duquesne City School District Community Resource Fair (10 a.m. until 6:00 p.m.)	In Person	All	Flyers, LLP brochures & giveaways	Customers	Duquesne
11/17/22	Power to Empower Resource Fair (5:30 - 8:00)	In Person	All		Customers	Pittsburgh (North Side)
12/07/22	Indiana County Community	In Person	All	Posters and Flyers	Intake Agency Employees	Indiana County

Winter Customer Support Campaign

2021-22 Media

Updated: 11/2/21

			2021												2022																
Media	Ad Size	# Ads	October				November				December				January				February				March								
			4	11	18	25	1	8	15	22	29	6	13	20	27	3	10	17	24	31	7	14	21	28	7	14	21				
																	Jan. 19 Coldest day of the year														
TV																															
WTAE-TV	:30 spots	84x															WTAE-TV - 25x/wk														
wtae.com	300 x 250 banner	500k impressions															wtae.com-500k imp.														
TRANSIT																															
PAT - all garages	Exterior Queen	35x							PAT Transit: (35) Queen Exterior Panels																						
	Interior Bus Cards	400x							PAT Transit: (400) Interior Bus Cards																						
Butler Transit - local	Exterior Queen	1x							Butler Transit: (1) Exterior Queen																						
	Interior Bus Cards	6x							Butler Transit: (6) Interior Bus Cards																						
PRINT																															
Altoona Mirror	Banner & 1/4P 4C	3x				17	Trim to Perfection/ banner ad-Front Pg			5	Winter Survival Guide						20														
Beaver County Times	21"x2.5" & 3 col x 6" 4C	3x					Holiday Gift Guide			27	+ digital			19																	
Butler Eagle	5Cx6" & FP 4C	3x						21			1	Holiday Gift Guide/FP tab					20														
Johnstown Tribune-Dem.	"total audience pkg"											Gift Guides																			
Trib + Neighbors	1/8PH 4C	6x					13	18									20	27													
	Digital Web banners	49.5k imp					digital	"Neighbors"					"Neighbors"				digital	"Neighbors"													
Indiana Gazette+Shopper(V	Banner strip 4C	3x ea.				6	10	"Shopper"				11	15	"Shopper"			20	26	"Shopper"												
Blairsville Dispatch (Th)	Banner strip 4C	3x					11			2							20														
Pittsburgh Post-Gazette	1/4P & Banner strip 4C	4x						Shop Holiday Tab			2				6		1/20 n/a	27													
<i>Trib Total Media:</i>																															
Tribune-Review/VND	Banner strip 4C	6x				7	14						19		9		20														
Kittanning & Mon Valley	3 col x 5.5" 4C	4x ea.					13			2					8		20														
(3) Community Weeklies*	3 col x 5.5" 4C	5x ea.					11			2			16				20		3												
(3) Community Monthlies*	3 col x 5.5" 4C	2x ea.						25										27													
Triblive.com	Targeted Display & Native								TribLive.com - Targeted Display - 100k impressions									TribLive.com - Native Article													
Washington O-R	1/4P 4C	4x				Gift Guide**						19			9		20														
Greene County Messenger (Fri)	1/4P 4C	2x								3							21														
The City Paper (W)	1/4P bundle-Print	4x													5		19		2		16										
	1/4P bundle-Digital	1 mo.													e-mail listings (1/6, 1/13, 1/20, 1/27); Web banners/40k imp. (1/5-2/28); 2 social media posts (tbd); Lynn Cullen podcast mentions (w/o 1/6 & 2/2)																
	Native article	1x															1/19	- online & 1x print													
Guide to Good Health	1/2P 4C ad+article+ web banner	2x				Fall issue											Winter issue														
						170x100 banner											170x100 banner														
New Pittsburgh Courier	1/4PV 4C	2x														12	MLK issue														
La Journada Latina	1/2P 4C	3x																													

*Weeklies: Penn Hills Progress, The Herald, Norwin Star

*Monthlies: S.Hills, Chartiers Valley, Shaler Journal

**Washington O-R Gift Guide inserted in The Almanac, Uniontown Herald-Stnd, and Greene County Msngr

Media Placement	County	Dimensions	November-22				December-22				January-23					February-23					
			31	7	14	21	28	5	12	19	26	2	9	15	23	30	6	13	20		
Pennsylvania																					
Video																					
Roku	PA Zips	:30 spot																			
OOH (Pittsburgh Posters)																					
Lamar Production	Allegheny	10'5" x 22'8"																			
Transit																					
Intersection (Collier, East Liberty & Ross garages) Production	Allegheny	Bus Tails (21x72):																			
Butler Transit Authority - Local Transit Production	Butler	Interior Cards (11"H x 14"W)																			
Bus Shelters																					
Gateway Production	Allegheny																				
Butler Transit Authority Production	Butler	Bus Shelters (36"H x 24"w)																			
Print																					
Beaver County Times (Tu-Fr, & Sun)	Allegheny	1/4 Pg. 4c (4.95" x 9.95")																			
Washington Observer-Reporter (M-Sun)	Allegheny	1/4 Pg. 4c (5.25" x 10.25")																			
New Pittsburgh Courier (Wed)	Allegheny	1/4 Pg. 4c (5.25" x 10.5")																			
La Mega Nota (monthly)	Allegheny	1/4 Pg. 4c (4.75" x 4.75")																			
Altoona Mirror (M-Fr, & Sun)	Blair	1/4 Pg. 4c (4.949" x 10.5")																			
Butler Eagle (M-Fr, & Sun)	Butler	1/4 Pg. 4c (5.056" x 10")																			
Johnstown Tribune-Democrat (Mon, W-Sun)	Cambria	1/4 Pg. 4c (5.75" x 10.5")																			
West Virginia																					
Audio																					
TBD		:30 spot																			
Print																					
Times West Virginian (Wed - Sat)	Monogalhia, Marion, Taylor	1/4 Pg. 4c ((3c) 5" x 10.5")																			
The Mountain Statesman (Wed & Sat)	Taylor	1/4 Pg. 4c (10.5" x 10.5")																			
The Weston Democrat (Wed)	Lewis	1/4 pg. 4c (5.1875" x 10")																			

MAKING GAS BILLS MORE AFFORDABLE

with Dollar Energy Fund



Receive a grant
of up to \$500 to help
with your winter
heating bills!



If you or someone you know is experiencing financial hardship with your winter heating bills, **Dollar Energy Fund (DEF)** and Peoples are here to help! Through DEF and a matching grant from Peoples, **you can receive a one-time grant of up to \$500** to help with your winter gas bills, if eligible.

DEF grants are provided on a first-come, first-served basis and applications are now available for those who meet the income guidelines.

SEE IF YOU QUALIFY TODAY:

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	\$9,440

For eligibility information and assistance,
1-800-400-WARM (9276) or visit **peoples-gas.com/help**.

Do you need help with your natural gas bill?

Dollar Energy Fund and Peoples are here to help. **You can receive a grant of up to \$500** to help with your winter heating bills. Grants are provided on a first-come, first-served basis and applications are now available for those who meet the income guidelines.

1-800-400-WARM (9276)
peoples-gas.com/help

2022 – 2023 INCOME GUIDELINES

200% Federal Poverty Level
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For each additional person add	\$787	\$9,440

LAS FACTURAS DE GAS PUEDEN SER MÁS FÁCILES DE PAGAR

con ayuda del programa Dollar Energy Fund



¡Reciba una ayuda de hasta \$500 para ayudar con sus facturas de calefacción de invierno!



Si usted o alguien que conoce está experimentando dificultades financieras con sus facturas de calefacción de invierno, **Dollar Energy Fund (DEF)** y Peoples están aquí para ayudarlo a través de DEF fondos y una ayuda equivalente de Peoples. **Si es elegible usted puede recibir una ayuda de hasta \$500 para ayudar a pagar sus facturas este invierno.**

La ayuda del programa de DEF se otorga por orden de llegada y las solicitudes ahora están disponibles para aquellos que cumplen con los requisitos de ingresos.

VEA SI CALIFICA HOY:

2022-2023 LIMITES DE INGRESOS

200% Nivel Federal de Pobreza • Los propietarios e inquilinos pueden calificar cuando:

TAMAÑO DEL GRUPO FAMILIAR	INGRESOS MENSUALES ANTES DE DEDUCCIONES	INGRESOS ANUALES ANTES DE DEDUCCIONES
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
Por cada persona adicional, añade	\$787	\$9,440

Para obtener más información, llame al **1-800-400-WARM (9276)** o visite **peoples-gas.com/help**.

¿Necesita ayuda con su factura de gas?

Dollar Energy Fund y Peoples están aquí para ayudar. Puede recibir un auxilio de hasta \$500 para ayudarlo con sus facturas de calefacción durante el invierno.

La ayuda del programa de DEF se otorga por orden de llegada y las solicitudes ahora están disponibles para aquellos que cumplen con los siguientes requisitos de ingresos.

Para obtener más información, llame al **1-800-400-WARM (9276)** o visite **peoples-gas.com/help**.

2022-2023 LIMITES DE INGRESOS

200% Nivel Federal de Pobreza
Los propietarios e inquilinos pueden calificar cuando:

TAMAÑO DEL GRUPO FAMILIAR	INGRESOS MENSUALES ANTES DE DEDUCCIONES	INGRESOS ANUALES ANTES DE DEDUCCIONES
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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
Por cada persona adicional, añade	\$787	\$9,440

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, 2022, through April 28, 2023.** Grants start at \$300 and can be higher based on income and the number of people living in your home.

CAP is an affordable monthly payment plan based on your income. **LIHEAP and CAP can be used together to make winter heating bills more affordable.**

WHO IS ELIGIBLE?

2022 – 2023 INCOME GUIDELINES

150% Federal Poverty Level • Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,698	\$20,385
2	\$2,288	\$27,465
3	\$2,878	\$34,545
4	\$3,468	\$41,625
5	\$4,058	\$48,705
6	\$4,648	\$55,785
7	\$5,238	\$62,865
8	\$5,828	\$69,945
For each additional person add	\$590	\$7,080

For more information call
1-800-400-WARM (9276) or visit **peoples-gas.com/help**.

Need help with your natural gas bills?

See if you're eligible for LIHEAP and CAP.
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6	\$4,648	\$55,785
7	\$5,238	\$62,865
8	\$5,828	\$69,945
For each additional person add	\$590	\$7,080

*The LIHEAP program will accept applications from 11/1/22 through 4/28/23. LIHEAP and CAP can be used together to make winter heating bills more affordable.

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).

LIHEAP ofrece ayuda para clientes con ingresos limitados. LIHEAP no es un préstamo. Es una ayuda del gobierno pagada directamente a Peoples para ayudar a cubrir su factura de calefacción. El programa está disponible desde el 1 de noviembre de 2022 hasta el 28 de abril de 2023. **La ayuda mínima es \$300 y puede ser más alta según los ingresos y la cantidad de personas que viven en su hogar.**

CAP es un plan de pago mensual basado en los ingresos de la familia. LIHEAP y CAP se pueden usar juntos para hacer que las facturas de calefacción en invierno sean más llevaderas.

¿QUIÉN ES ELEGIBLE?

2022 – 2023 LÍMITES DE INGRESOS

150% del Nivel Federal de Ingresos • Los propietarios de viviendas y arrendatarios pueden adquirir ayuda

TAMAÑO DEL GRUPO FAMILIAR	INGRESOS MENSUALES ANTES DE DEDUCCIONES	INGRESOS ANUALES ANTES DE DEDUCCIONES
1	\$1,698	\$20,385
2	\$2,288	\$27,465
3	\$2,878	\$34,545
4	\$3,468	\$41,625
5	\$4,058	\$48,705
6	\$4,648	\$55,785
7	\$5,238	\$62,865
8	\$5,828	\$69,945
Por cada persona adicional, añade	\$590	\$7,080

Para obtener más información, llame al **1-800-400-WARM (9276)** o visite **peoples-gas.com/help**.

¿Necesita ayuda con sus facturas de gas natural?

Vea si es elegible para LIHEAP y CAP.

El programa de LIHEAP aceptará aplicaciones desde el 1/11/22 hasta el 28/4/23. LIHEAP y CAP se pueden usar juntos para hacer que las facturas de calefacción en invierno sean más llevaderas.

Para obtener más información, llame al **1-800-400-WARM (9276)** o visite **peoples-gas.com/help**.

2022 – 2023 LÍMITES DE INGRESOS

150% del Nivel Federal de Ingresos
Los propietarios de viviendas y arrendatarios pueden adquirir ayuda

TAMAÑO DEL GRUPO FAMILIAR	INGRESOS MENSUALES ANTES DE DEDUCCIONES	INGRESOS ANUALES ANTES DE DEDUCCIONES
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7	\$5,238	\$62,865
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Por cada persona adicional, añade	\$590	\$7,080



*Una familia de cuatro personas con un ingreso anual de **\$41,625 or less** puede aplicar.

*Hogares con diferente número de miembros puede aplicar.

LIHEAP:

2022-2023 Programa de Asistencia de Energía para Hogares de Bajos Ingresos

Si usted o alguien que conoce necesitan ayuda para pagar la cuenta de calefacción o si tiene una emergencia con el sistema calefacción, el programa de Asistencia de Energía le puede ayudar.

El Programa de Asistencia de Energía para Hogares de Bajos Ingresos aceptara aplicaciones entre el 1ero de Noviembre del 2022 y el 7 de Abril de 2023. La oficina de asistencia social puede extender o acortar el programa dependiendo del presupuesto que se tenga en el momento.

¿Quien es Elegible?

Tamaño de la Familia*	Límite de Ingresos
1	\$20,385
2	\$27,465
3	\$34,545
4	\$41,625
5	\$48,705
6	\$55,785
7	\$62,865
8	\$69,945
9	\$77,025
10	\$84,105

**Por cada persona adicional agregar \$7,080.*

Peoples ofrece programas adicionales para ayudar con el pago de su cuenta. Usted puede aplicar para recibir ayuda de LIHEAP y también puede aplicar para otros programas. Si usted recibe mas ingresos de los mencionados y necesita ayuda consu cuenta por favor comuníquese con la compañía acerca de otros programas.

1-800-400-WARM **peoples-gas.com/LIHEAP**



GET THE MOST OUT OF YOUR HOME.

Making your home more energy efficient can seem challenging, but it doesn't have to be. With weatherization upgrades from Peoples Gas, your home will benefit from no-cost measures that improve comfort and safety while reducing noise, allergens and energy waste all at once.

If you're eligible for our Usage Reduction Program, you'll receive weatherization upgrades such as heating system improvements, attic and wall caulking, insulation, and weather-stripping at no cost.



QUESTIONS?

Contact Us:
1-866-787-5237
Peoples-Gas@clearesult.com
peoples-gas.com/help

The Peoples Gas Usage Reduction Program is implemented by CLEAResult, a third-party partner of Peoples Gas.



MORE COMFORT, NO COST

Peoples Gas Usage Reduction Program

Our Energy Auditors follow
COVID-19 safety protocols.





DO I QUALIFY?

The Peoples Gas Usage Reduction Program is available to all residential Peoples Gas customers. To receive no-cost weatherization measures and more, your household income must be at or below 150% of the Federal Poverty Income Guidelines. If you are a renter, a landlord consent form will need to be completed to participate.

PROGRAM BENEFITS INCLUDE



Solutions to improve your home's comfort year-round



Personalized energy-efficient upgrade recommendations



Health and safety assessments throughout your home

HOW IT WORKS

Once you are qualified, an Energy Auditor trained on and required to follow COVID-19 safety protocols will visit your home to complete the assessment, including:



Heating system assessment and possible repair or replacement



Safety check on combustible appliances



Attic and basement insulation, foam and caulk air sealing, door weather-stripping and sweep



Programmable or smart thermostat, pipe wrap



READY TO SAVE?

Call **1-866-787-5237** or email
Peoples-Gas@clearesult.com
to see if you qualify.



An Essential Utilities Company

HELP WHEN YOU NEED IT MOST

Your Pennsylvania utilities want to help you find the assistance you need. Funds are available now. Don't miss out!

There are also other types of customer assistance programs available that can help lower your monthly utility bills.

Most assistance programs are available to people that are at or below 150% of the federal poverty level (please see chart below). However, some programs provide help to those with higher incomes. Please contact your utility companies today to find out if you qualify!

2022-2023 Annual Household Federal Income Guidelines 150% Federal Poverty Level

HOUSEHOLD SIZE	MONTHLY INCOME
1	\$1,699
2	\$2,289
3	\$2,879
4	\$3,469
5	\$4,059
6	\$4,649
7	\$5,239
8	\$5,829
	More than 8 members, add \$590



COLUMBIA GAS

ColumbiaGasPA.com/Assistance
1-888-460-4332



DUQUESNE LIGHT

DuquesneLight.com/Assistance
1-888-393-7600



PENNSYLVANIA AMERICAN WATER

pennsylvaniaamwater.com
1-800-565-7292



PEOPLES

Peoples-Gas.com/Assistance
1-800-400-WARM (9276)



**PITTSBURGH WATER &
SEWER AUTHORITY**

pgh2o.com/CAP
1-412-255-2457



Safety First For Gas Appliances

We are proud that you have chosen to heat your home or water with natural gas – a clean, abundant and efficient natural resource. With any gas appliance, there are certain safety precautions that should be taken:

WHAT YOU SHOULD NOT DO:

- **DO NOT store flammable products such as gasoline, solvents or adhesives in the same room or area near a water heater, and always keep combustible material at a safe distance away from gas fired equipment.** Make sure that your gas fired appliances have plenty of air to allow for proper operation.

WHAT YOU SHOULD DO:

- **DO monitor your water heater temperature.** Hot water can scald! Our technicians are trained to return your hot water setting to the temperature at which it was set before they checked or re-lit the appliance. However, it is always wise for you to re-check this setting after the heater has been serviced. Lowering your temperature setting can prevent scalding accidents and lower your energy costs. Water temperature above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a lower thermostat setting to prevent contact with hot water. Please refer to your water heater manufacturer's recommendation for safe water heater temperature settings.



- **DO check outdoor appliance exhausts year-round.** Some furnaces are vented with PVC pipe to the outdoors. If the vent becomes blocked, an emergency switch should stop the furnace from running. However, it is wise to periodically check the vent opening. This is particularly important in cold weather, as snow or ice can build up and block the opening. Recently, invasive brown marmorated "stink bugs" have been cited as the cause for some furnace vent problems, as they enter through PVC piping looking for warmth or a place to hibernate. Never try to put any covering (such as mesh or netting) over the openings in an attempt to block insects; any restrictions may affect proper operation. Following the manufacturer's recommendations and regular inspections by a qualified appliance professional are recommended and will help assure safe operation.

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.

211

Pennsylvania
Get Connected. Get Help.™



United Way
of Pennsylvania



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

**Peoples Programs
To Help You Get Through
The Tough Times!**

SEPTEMBER 2022



www.peoples-gas.com



Peoples Programs To Help You Get Through The Tough Times!

We understand that many people are struggling right now. Please know that you are not alone, and we are here to help in any way we can. There are various tools and programs to help you:

PROGRAM FINDER: Use our anonymous and confidential ProgramFinder at peoples-gas.com/helpmepay to find out if you're eligible for Peoples customer support programs, including LIHEAP, CAP and Dollar Energy. It's a one-stop approach to finding help with your utility bills.

PEOPLES CUSTOMER ASSISTANCE PROGRAM (CAP): 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.

BUDGET BILLING: Budget Billing gives you more predictability with your gas bill. The budget plan is your gas consumption averaged over a twelve-month period, calculated by comparing past usage for your home with projected weather conditions and rates. You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

DOLLAR ENERGY FUND: The Dollar Energy Fund provides grants to people with limited incomes who make a good faith payment toward their bills.

If you're going through a difficult time because of a loss of income or other challenges, please visit our website, peoples-gas.com/helpmepay, call us at **1-800-764-0111** or email us at contactus@peoples-gas.com, and we'll provide you with some options.



DON'T FORGET TO CHECK THESE BOXES... IT'S MONEY IN YOUR POCKET!!!

Your Save Money, Keep Warm Checklist:

- ✓ **PROGRAM FINDER**
 - Our anonymous and confidential tool to find out if you're eligible for Peoples customer support programs.
 - www.peoples-gas.com/helpmepay

- ✓ **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**
 - 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!

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.



You Have A Choice

Did you know that Energy Choice is available to Pennsylvania utility customers?

You do not have to purchase your natural gas from Peoples. The Energy Choice Program provides you the option of purchasing your natural gas from a state approved supplier. Visit peoples-gas.com/shopforgas for additional details, or visit the Pennsylvania Gas Switch website, pagasswitch.com, for a list of natural gas suppliers and current offers.

Peoples Residential Price to Compare ("PTC") as of July 1, 2022 is \$8.7130 (per Mcf)



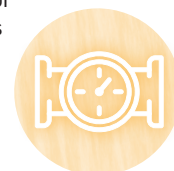
Natural Gas Pipelines Are Safe

The natural gas pipeline network spans the United States and is one of the safest modes of fuel transportation today. The industry invests millions of dollars each year on research and technology to improve the system.

To keep the network safe, the natural gas pipeline industry complies with a broad regulatory program directed by the United States Department of Transportation's Pipeline Hazardous Material Safety Administration division. These regulations provide safety standards for the design, construction, maintenance, and testing of natural gas pipeline systems.

Pipeline Integrity Management Programs for transmission and distribution pipelines require operators to continually monitor pipeline integrity and perform risk analysis, especially in highly populated areas. Peoples utilizes preventive measures to reduce the risk of pipeline leaks or failures and to ensure the safe delivery of natural gas to homes and businesses in our service area.

For more information, please visit www.peoples-gas.com/pipeline-safety.



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.



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

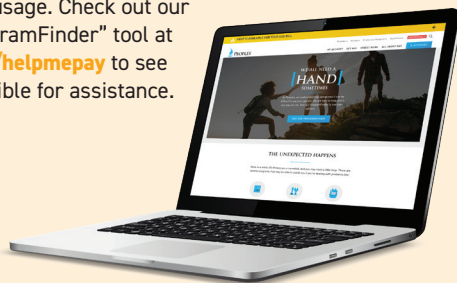
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ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. Please contact customer service at **1-800-764-0111** with any questions or concerns.

"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.



You Have A Choice

Did you know that Energy Choice is available to Pennsylvania utility customers?

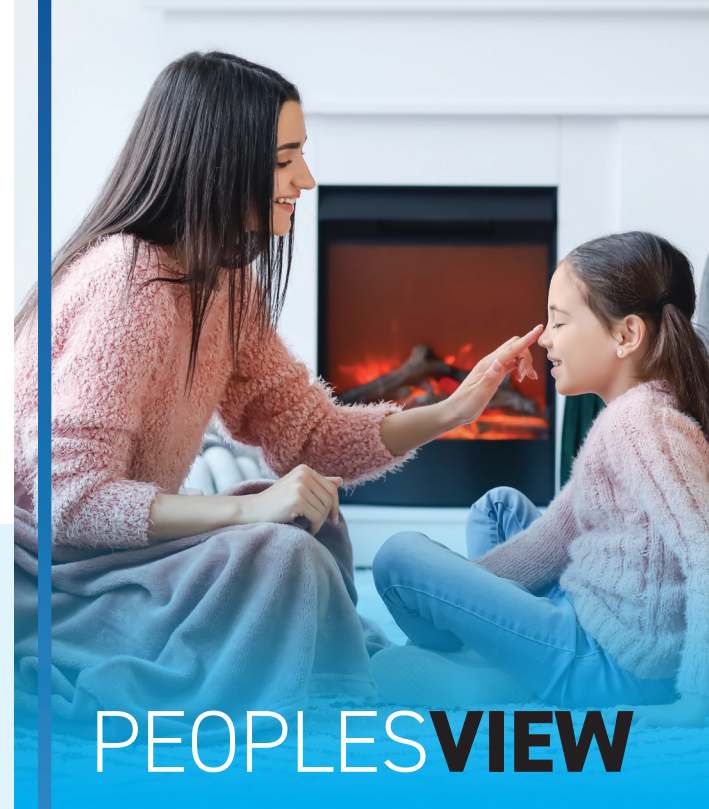
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1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
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   @PeoplesNatGas  @Peoples



PEOPLESVIEW

Peoples Programs Are Here to Help Keep You Warm This Winter!

NOVEMBER 2022



www.peoples-gas.com

If you or someone you know needs help paying their winter gas bills, please dial
1-800-400-WARM (9276) or visit **PEOPLES-GAS.COM/HELPMEPAY**



LIHEAP & CAP

The Low Income Home Energy Assistance Program (LIHEAP) provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill.

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.

2022 – 2023 INCOME GUIDELINES

150% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,698	\$20,385
2	\$2,288	\$27,465
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DOLLAR ENERGY FUND.org

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

2022 – 2023 INCOME GUIDELINES

200% Federal Poverty Level

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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



Share the Gift of Warmth with Someone You Love

In just a few easy online steps, you can make a payment toward your loved one's gas bill. Delight a family member, friend or neighbor with the Gift of Warmth for this Holiday Season!



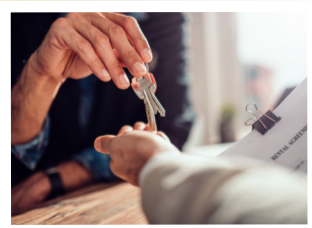
[Peoples-Gas.com/Gift](https://www.peoples-gas.com/Gift)

Landlord Automatic Transfer Program

Landlords — Did you know you can protect your rental property from gas shut-offs when tenants move out?

Download the form at [peoples-gas.com/landlord](https://www.peoples-gas.com/landlord). When you enroll in

this program, Peoples will automatically transfer the natural gas account into your name when a tenant requests a gas shutoff at the rental property, and the service will remain in your name until a new tenant requests service. A nominal fee may apply to the transfer. Call us for more information.



Furnace Safety Tip

Have your gas furnace inspected by a qualified professional before cold temperatures arrive.

For more tips, visit [peoples-gas.com/furnace](https://www.peoples-gas.com/furnace)



EMERGENCY SERVICE 1-800-400-4271

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An Essential Utilities Company

1-800-764-0111 • [peoples-gas.com](https://www.peoples-gas.com)

Individuals with Hearing Loss

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

[f](#) [t](#) [i](#) [@PeoplesNatGas](#) [v](#) [@Peoples](#)



PEOPLESVIEW

Share the Gift of Warmth With Someone You Love!

DECEMBER 2022



An Essential Utilities Company

www.peoples-gas.com

LIHEAP & CAP

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Joining Budget Billing is easy! Sign up online at peopleseaccount.com or call us at 1-800-764-0111.

Winter Tips

Don't Let Water Pipes Freeze

Locate pipes that are most prone to freezing - those near outer walls, in crawl spaces or in attics. Both copper and plastic water pipes can burst. If pipes are close to an exposed outside wall, open the cabinet door to let room heat in. Wrap pipes with pipe insulation or layers of newspaper with plastic to keep out moisture.

It only takes a day or two of sub-freezing temperatures to cause damage. If you plan to be away from home for a period of time, consider "winterizing" your pipes (turning off the main water valve and opening all faucets to drain the system), even if you have someone looking in on your home while you're gone. Be aware that leaks sometimes don't show up until a pipe thaws, which can cause extensive damage to walls.

If you own a rental property (vacant or occupied), check frequently to be sure the building is adequately heated or, in the case of a vacant property, consider winterizing the building using the tips above.

If your water pipes do freeze, call a professional to thaw them. NEVER use a torch.

Keep Meters Clear

Never tie (tether) pets to gas meters or use gas meters to hang garden hoses or other tools.

Keeping a clear path to your gas meter not only helps Peoples employees trying to perform routine maintenance but also allows emergency responders quick access should the need arise.

Remove snow and ice from your natural gas meter with a broom or brush, but never kick or try to chip ice with a hard object.

Look up! Ice can break off of gutters and overhangs and damage a meter if struck, or ice can melt during the day and splash up into regulator vents then freeze again at night, which may lead to improper pressures.

Keep ignition sources at least 3 feet away from your gas meter and from appliance vents or intakes. Appliance flue products contain moisture, which could freeze in cold weather and also cause corrosion.

Never hang a light bulb near a meter for heat.

Gas meters with regulators require open air around them, **so never box in or wrap your meter with blankets.**

STAY WARM & SAVE MONEY



Peoples-Gas.com

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

Remember
to Replace your
**FURNACE
FILTER** during
the **Heating Season**

TO LEARN MORE FURNACE SAFETY TIPS

Visit: Peoples-Gas.com/furnace



PEOPLES™

An  Essential Utilities Company





Maintaining Your Furnace For Safety and Efficiency is Important



PEOPLES™

An  Essential Utilities Company

**Follow these tips to make sure your
furnace is operating properly:**

- Replace your furnace filter monthly during the heating season to obtain maximum efficiency
- In order to help the air flow properly, keep heat registers and cold air returns clean and clear of furniture and draperies





Peoples' Customer Support Resources: *Digital Toolkit for Partners*

At Peoples, we believe in doing everything we can to help our customers who may need assistance paying their bills – especially during colder months.

Every year, we continue to see more of our customers visit our website, engage with us on social media, and utilize the digital tools we provide. With that in mind, we created a variety of digital assets to help reach customers through those channels.

As our partner, we want to share those resources with you to help leverage your own digital campaigns. By working together, we hope to reach even more people and ensure our customers stay safe and warm this winter.

ProgramFinder

The Peoples ProgramFinder online tool invites customers to anonymously input their information, and the ProgramFinder will show them which assistance programs they may be eligible for, based on their state, income and other factors. The ProgramFinder will also show customers how to apply to each program. We encourage our partners to share this easy, helpful tool with anyone who may need assistance with their energy bills.

Visit www.peoples-gas.com/help to view our ProgramFinder tool.

Pages on Peoples-Gas.com

At the top of all these pages under the page title, you will see embedded buttons to share the page on Facebook, Twitter, LinkedIn and via email. Please feel free to use these buttons for any pages and articles on our website to share directly with your employees, on your social media pages and even email the page/article directly to someone.

- Main “Help Me Pay” page: www.peoples-gas.com/my-account/help-pay/
- Winter Safety page: www.peoplesgas.com/all-about-gas/safety/winter.php
- Peoples Customer Assistance Program (CAP – PA only): www.peoples-gas.com/my-account/help-pay/pa/assistance-program.php



- Dollar Energy Fund (PA only): www.peoples-gas.com/my-account/help-pay/pa/dollar-energy-fund.php
- LIHEAP (PA Only): www.peoples-gas.com/my-account/help-pay/pa/liheap.php
- How to Sign Up for Budget Billing: www.peoples-gas.com/my-account/pay-bill/options.php
- How to Get Your Bill Delivered to Your Phone Using Google Pay or Apple Wallet: www.peoples-gas.com/news/wallet
- How to Sign Up for Peoples e-Account: www.peoples-gas.com/my-account/pay-bill/e-account.php
- Pay Your Bill Using Western Union Speedway: www.peoples-gas.com/speedpay
- Save Money on Energy: www.peoples-gas.com/my-account/understand/save-money.php

Articles on Peoples-Gas.com

Our partners have permission to re-publish any of the following articles on your own websites, in customer newsletters, etc. Please include a reference under the article like: "Article provided by Peoples. To learn more, visit www.peoples-gas.com or follow them on social media @peoplesnatgas.

- 10 Fall Safety Tips: www.peoples-gas.com/news/fall-safety
- Beat the Heat and Save on Energy: www.peoples-gas.com/news/beat-heat
- What Does My Gas Bill Pay For? www.peoples-gas.com/news/gas-bill-pays
- How to Prevent Frozen Pipes: www.peoples-gas.com/news/prevent-frozen-pipes
- Winter Tip: Keep Your Gas Meter Clear: www.peoples-gas.com/news/gas-meter-clean
- Stay Safe – Quick Tips for Natural Gas Lines and Appliances: www.peoples-gas.com/news/stay-safe
- Save Money on Energy by Weatherproofing Your Home: www.peoples-gas.com/news/weatherproof-your-home



Videos

- Helping Customers Pay Their Gas Bill: <https://youtu.be/AFYp7bUonaQ>
- Keep Your Gas Bill Steady All Year with Budget Billing: <https://www.youtube.com/watch?v=PlzO3mMlpN0>
- What Your Gas Bill Pays For: <https://www.youtube.com/watch?v=BhTm8seBvLg>
- Save Money on Your Gas Bill with Our Customer Assistance Program: <https://www.youtube.com/watch?v=uTsuMOJRedo>
- Save Money on Energy by Weatherizing Your Home: <https://www.youtube.com/watch?v=71mzeUZuy6U>
- How Can LIHEAP Help Me?: <https://www.youtube.com/watch?v=6CVO3Ykwi-8>
- Gas Guys Video Series:
 - How to Save Money on Energy: <https://www.youtube.com/watch?v=kxMNUuKtmZ0>
 - Tips for Your Thermostat: <https://www.youtube.com/watch?v=5NzGOI6TIno>
 - Five Quick Tips to Save on Gas: <https://www.youtube.com/watch?v=vA9gmJI4NMQ>
 - How to Use a Thermal Leak Detector: https://www.youtube.com/watch?v=ObCBV_UYDB4
 - How to Vent Your Radiator: <https://www.youtube.com/watch?v=3XAhp7vol6U>
 - How to Save with Your Hot Water Heater: <https://www.youtube.com/watch?v=9SmJllx4joQ>
 - Tips on Insulating Your Furnace: <https://www.youtube.com/watch?v=1vil6bwkNtM>
 - How to Save With Your Furnace: https://www.youtube.com/watch?v=cLV_FCxJ_cw
 - Tips for Sealing Your Doors: <https://www.youtube.com/watch?v=qlmRzyZWqTw>
 - How to Use a Caulking Gun: <https://www.youtube.com/watch?v=oGxPcPGyVzU>
 - How to Save with Your Boiler: <https://www.youtube.com/watch?v=aM0emb17QFM>
 - The Gas Guys: A Life in Service: <https://www.youtube.com/watch?v=UEm3Cu9INSE>



Social Media - Connect

Peoples regularly shares interesting, helpful information about our customer support programs on our social media channels. We encourage all of our partners to follow us, so they can share that information with their own followers. We also make a point to share partner content on our own channels, so please feel free to tag us in any posts that you think would benefit our customers.

- Facebook, Twitter, Instagram: @peoplesnatgas
- LinkedIn: Peoples Natural Gas
- YouTube Channel:
<https://www.youtube.com/channel/UCnyPlwLccgTmY0m63ztmGpg>

Social Media – Sample Posts

- Twitter: If you're a @peoplesnatgas customer and need help paying your gas bill, we encourage you to check out the Peoples ProgramFinder. See which support programs you may be eligible for and how to apply: www.peoples-gas.com/help.
- Facebook: Sometimes, you might just need a little help paying your bills. We understand – and so does our partner, Peoples. If you're a Peoples customer and you're having trouble paying your gas bill, we encourage you to use the Peoples ProgramFinder to see which assistance programs you may be eligible for and learn how to apply: www.peoples-gas.com/help.

Email Marketing Campaign

Peoples is continuing to use email marketing to share important information and to engage with our customers. If your organization would like to be mentioned in an email marketing piece to our customers, please contact Sean Kelly at SKelly@AquaAmerica.com

CONFIDENTAL



Peoples | Q1 2023
Usage Reduction Program
Paid Social Copy

CONFIDENTAL

Campaign: Usage Reduction Program

Avenues: Facebook

Campaign Objectives: Traffic

Targets: Peoples Service Territory by Zip – *Low-Income Audience*

Date: ASAP – February 28, 2023

Facebook Ads

Ad One

Copy: Improve the safety and comfort of your home by efficiently using your energy this heating season.

Headline: Weatherize Your Home

Description: Program for Limited Income Households

Button: Learn More

Landing Page: [HERE](#)



Ad Two

Copy: Weatherize your home this heating season and make your home more energy efficient.

Headline: Peoples Usage Reduction Program

Description: Program for Limited Income Households

Button: Learn More

Landing Page: [HERE](#)



XX/XX/XXXX

NAME

METER NO: XXXXXX

ADDRESS 1

ACCOUNT NO: XXXXXXXXXXXXXXXX

ADDRESS 2

SERVICE ADDRESS: ADDRESS

Enrolling in the Customer Assistance Program (CAP) Will Stop Termination

When you sign up, any balance you owe is frozen. You will receive a credit towards that balance every month when you make your CAP payment.

~~The Customer Assistance Program (CAP)~~ CAP has several benefits:

- Lower monthly payment.
- No late fees.
- Pay off your frozen balance faster.

To learn more and apply:

Call Peoples today at 1-800-400-9276 Monday through Friday from 7 a.m. to 5 p.m. to learn more ~~about CAP~~ and apply over the phone. [You can also apply online at https://www.hardshiptools.org/MyApp/.](https://www.hardshiptools.org/MyApp/)

You may be eligible if ~~your~~ the gross income (income before taxes) for adults in the household ~~income~~ is at or below:

Number of people in your household	Total Monthly Income (before taxes)
1	\$2,430
2	\$3,287
3	\$4,143
4	\$5,000
5	\$5,857
6	\$6,713
7	\$7,570
8	\$8,427
For each extra person, add:	\$857

PEOPLES NATURAL GAS

To learn more, call Peoples at 1-800-400-9276. We can help you enroll today.

Add Spanish notice here

April 1, 2022

2116
**RE: ACCOUNT NO:**
**SERVICE ADDRESS:**
**Meter NO:****Enrolling in the Customer Assistance Program (CAP) Will Stop Termination**

When you sign up, any balance you owe is frozen. You will receive a credit towards that balance every month when you make your CAP payment.

The Customer Assistance Program (CAP) has several benefits:

- **Lower monthly payment.**
- **No late fees.**
- **Pay off your frozen balance faster.**

To learn more and apply:

Call Peoples today at 1-800-400-9276 Monday through Friday from 7:00 a.m. to 5:00 p.m. to learn more about CAP and apply over the phone.

You may be eligible if your household income is at or below:

Number of people in your household	Total Monthly Income (before taxes)
1	\$2,146
2	\$2,903
3	\$3,660
4	\$4,416
5	\$5,173
6	\$5,930
7	\$6,686
8	\$7,443
For each extra person, add:	\$756

**To learn more, call Peoples at 1-800-400-9276.
We can help you enroll today.**