

PGW CUSTOMER ASSISTANCE PROGRAMS

PGW provides low-income customers with several programs and opportunities to make their gas bill more affordable.

Customer Responsibility Program (CRP)

- Offers the most affordable payment plan possible
- Provides a discounted gas bill based on a customer's percentage of income or average bill
- Offers forgiveness of past due debt
- Customers can apply online at www.pgworks.com/CRP , in person at a PGW Customer Service Center or by mail
- Must provide proof of income, social security numbers and dates of birth for all household members at time of application

Home Comfort

- Provides free energy conservation services, such as caulking and insulation, to help low-income customers reduce energy consumption
- Customers are selected based on potential cost effectiveness of treatments provided

Customer Assistance and Referral Evaluation Services (CARES)

- Provides referrals and information service for customers who are low-income or who have a personal or financial hardship affecting their ability to pay their bill and maintain utility service

See other side for grant programs that help pay utility bills, help prevent termination, and help restore service



GRANTS TO HELP PAY YOUR PGW BILL

Low Income Home Energy Assistance Program (LIHEAP)

- Grant to help pay winter heating bill
- Maximum grant is \$1,000
- Income-eligibility is updated each year, but is usually limited to households at or below 150% of the federal poverty level
- Customers can receive only one LIHEAP grant per heating season
- Customers can apply by mail or in person at a PGW Customer Service Center

Crisis

- Grant to help restore service or avoid shut-off
- A Crisis grant can be received in addition to a LIHEAP grant
- Minimum grant is \$25 and the maximum grant is \$800
- Income-eligibility is updated each year, but is usually limited to households at or below 150% of the federal poverty level
- Customers can receive multiple Crisis grants in a heating season, but the combined total of all Crisis grants received cannot exceed the maximum grant amount

Utility Emergency Services Fund (UESF)

- Grant to help restore service or avoid shut-off
- Available if LIHEAP and Crisis grants are not available or have already been used
- PGW matches the grant 50/50, up to \$750; the total of both cannot exceed \$1,500
- The combined total must reduce the total balance owed to \$0
- Income-eligibility requirements are updated each year and are limited to households at or below 175% of the federal poverty level
- For more information about UESF, call (215) 972-5170

For updated information on available grants,
visit us online at www.pgworks.com, or call us at
215-235-1000