

CARES

CUSTOMER ASSISTANCE, REFERRAL & EVALUATION SERVICES



PGW CARES

PGW is here to assist you in your time of need. Learn about the programs and services that can help today.

improve the energy efficiency of their home.

Gather proof of income for each household member (i.e. paystubs within the last 30 days, social security letter) and apply online at www.pgworks.com/crp. Alternatively, you can apply using a paper application.

If no one in the household has received any type of income, financial support, child support, or cash assistance in the last 30 days, you must complete a Statement of No Income. The statement provides a place to describe how your household meets the cost of food, housing, and utilities each month. For more information call 215-235-1000.

CUSTOMER RESPONSIBILITY PROGRAM (CRP)

The Customer Responsibility Program (CRP) helps low-income families pay their gas bill and maintain service by offering a fixed, affordable monthly payment. Knowing the gas bill ahead of time can help families budget for household expenses.

In addition to a discounted monthly bill, CRP provides debt forgiveness for each month the bill is paid on time and in full. Program participants may also receive free weatherization services to

MAXIMUM PRE-TAX MONTHLY INCOME GUIDELINES

HOUSEHOLD SIZE	CRP	LIHEAP & CRISIS	UESF
1	\$1,610	\$1,595	\$1,861
2	\$2,178	\$2,155	\$2,514
3	\$2,745	\$2,715	\$3,168
4	\$3,313	\$3,275	\$3,821
Each Additional	\$568	\$560	\$653

LIHEAP CASH & CRISIS ASSISTANCE

The Low Income Home Energy Assistance Program (LIHEAP) is a federal program providing Cash Assistance and Crisis Assistance to low-income families. Grant amounts are based on household size and income, and never have to be repaid. Cash Assistance grants are worth up to \$1000 and cover heating bills.

Crisis Assistance grants help to prevent termination if a customer has a past due balance and restore gas service in the event of a shutoff. LIHEAP is typically open between November and April; however special grants are sometimes made throughout the year. Apply for LIHEAP online at www.compass.state.pa.us or complete a paper application. Call 215-235-1000 to learn more.

UESF

The Utility Emergency Services Fund (UESF) is a privately funded grant program to assist low-income families who fall behind on their utility bills. To apply, customer must a) be at least 1 full bill past due and have a past due balance of at least \$30; OR b) have a termination notice. UESF is designed to pay off the balance of a customer's unpaid utility bill and bring the balance to zero. In addition to providing utility grants, UESF operates several programs focused on housing stability—visit www.uesfacts.org for more information. To apply for a UESF grant, contact a Neighborhood Energy Center. Call 215-972-5170 to learn more.



EASY WAY BUDGET

Customers with no balance on their PGW account can enroll in an Easy Way Budget. Upon enrollment, PGW estimates your yearly gas usage and divides the total over a 12-month period. This evens out payments over the course of the year and helps families predict how much to budget for heating costs every month. Call 215-235-1000 to enroll.

PAYMENT ARRANGEMENTS

Customers with a balance on their PGW account may qualify for a Payment Arrangement to pay off the debt during a specified time period. The goal of the arrangement is to provide customers with a way to maintain or restore gas service while working to eliminate the debt. Call 215-235-1000 to learn more.

ENERGYSENSE

EnergySense provides rebates and grants to purchase energy efficient furnaces and hot water heaters for your home. Apply at www.pgwennergysense.com. For more information call 855-749-7658.