

What are the benefits of CRP?

Fixed, Discounted Bills

CRP offers a fixed monthly bill based on household size and income or average bill. No matter how much gas is used, your bill stays the same all year!

Forgiveness of Past Due Debt

If you have past due debt, PGW will remove a portion of that debt, each time you pay your monthly bill. In three years, you can eliminate the entire past due balance.

Home Comfort Program

PGW may offer you free weatherization services such as repairing hot water heaters, or replacing windows.

How do I maintain participation in CRP?

Once accepted, you must do **all** of the following to remain enrolled:

- ◇ Pay your full monthly bill on time
- ◇ Apply for LIHEAP (the heating assistance program) each year and assign the grant to PGW
- ◇ Make a significant effort to conserve energy
- ◇ Reapply for CRP each year or when household size/income changes
- ◇ Accept free weatherization services, if offered.

Contact Us

Philadelphia Gas Works

Customer Service Department

Mon-Fri 8 a.m - 6:00 p.m

Phone: 215-235-1000

Customer Service Centers

Hours

9 a.m - 5 p.m

Location	Days Open
4410 Frankford Ave.	Mon, Tues, Thurs, Fri
212 W. Cheltenham Ave.	Tues, Thurs, Fri
1337 W. Erie Ave.	Tues, Wed, Fri
1601 S. Broad St.	Mon, Wed, Thurs
5230 Chestnut St.	Mon, Tues, Wed,

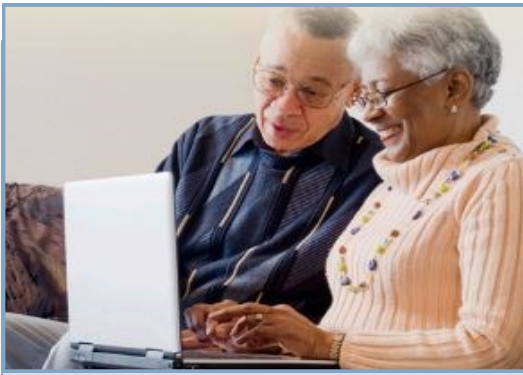


Customer Responsibility Program (CRP)

What is CRP?

The Customer Responsibility Program (CRP) is an assistance program that helps eligible low-income customers afford gas service. Customers pay a fixed monthly bill—sometimes as little as \$25 per month—based on their household size and income, or average bill.





Am I eligible for CRP?

If you are a residential customer—**homeowner or renter**—and meet the following income guidelines, you may be eligible.

2020 Maximum Gross Monthly Income*

Household	Gross Monthly
1	\$1,610
2	\$2,178
3	\$2,745
4	\$3,313
Each Additional	+\$568

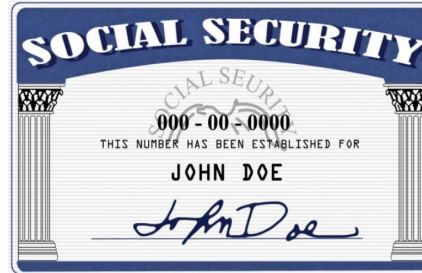
*Maximum monthly income limits are based on federal poverty guidelines, and change each year.

How do I apply?

Step 1 Gather documents

You must submit copies of the following **for all household members, including children.**

◇ Social security cards



◇ Income documents for the last 30 days

Examples: Pay stubs; award letter from the Social Security Administration for Social Security, SSI, or SSDI benefits; benefits statement from the Department of Human Services or a My COMPASS printout; Unemployment Compensation benefits statement; court ordered child support, etc. **All pages from benefits statements or Social Security income must be included.**

Sample Company Name, Sample Company Address, 95220				EARNINGS STATEMENT			
EMPLOYEE NAME	SOCIAL SEC. ID	EMPLOYEE ID	CHECK NO.	PAY PERIOD	PAY DATE		
James Robert	XXX-XX-6666	454545	258248	01/01/14-01/31/14	01/31/14		
INCOME	RATE	HOURS	CURRENT TOTAL	DEDUCTIONS	CURRENT TOTAL	YEAR-TO-DATE	
GROSS WAGES			1,000.00				
				FICA MED TAX	14.50	72.50	
				FICA SS TAX	82.00	310.00	
				FED TAX	158.50	797.48	
				CA ST TAX	44.26	221.31	
				SDI	10.00	50.00	
YTD GROSS	YTD DEDUCTIONS	YTD NET PAY	TOTAL	DEDUCTIONS	NET PAY		
5,000.00	1,451.28	3,548.72	1,000.00	290.26	709.74		

Step 2 Access the online application*

Applying is just a click away!

Go to www.pgworks.com/crp, select **Apply Now**, then log in or register for **My Account** to access PGW's online account manager.

APPLY NOW

Enter your Password:

Forgot Password? [Click Here](#)
Forgot Username? [Click Here](#)

LOG IN

Register Now for My Account. It's easy. [Click Here](#)

Step 3 Select Apply for CRP *

CUSTOMER RESPONSIBILITY PROGRAM

Welcome. PGW's low-income Customer Responsibility Program (CRP) can make your bill more affordable. With our new CRP application, you can complete the application anywhere, at any time.

Apply for CRP

Answer a series of questions and submit the supporting documents. PGW will text or email you application updates.

* If you do not have internet access, call 215-235-1000 to request a CRP application by mail, or visit a PGW Customer Service Center.