



NEWS RELEASE

FROM THE
OFFICE OF MARKETING & CORPORATE COMMUNICATIONS
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For Immediate Release

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LIHEAP FUNDS LIKELY TO REDUCE WHILE AREA TEMPERATURES PLUMMET

Winter's here: PGW advises customers to apply early for heating assistance & warmth without the worry

(Philadelphia, Pa. – November 13, 2014) – This year's Low Income Home Energy Assistance Program (LIHEAP) is now accepting applications from low income households. With this week's arrival of an early Polar Vortex, and an unpredictable winter ahead, applying early is imperative. Philadelphia Gas Works (PGW) is again offering its mobile LIHEAP service, which anyone can use by texting GRANT to 95997. Already on track to reach over 2,000 customer interactions in its first week, the mobile service is the fastest way to check LIHEAP eligibility and apply for grants up to \$1,000.

In Philadelphia, more than 1 in every 3 residents are eligible for LIHEAP, which means their income is at or below 150% of the federal poverty level. For PGW, approximately 150,000 of its customers are eligible for a LIHEAP grant. Renters, homeowners, seniors, students, employed, unemployed and the underemployed can qualify to lower their heating bill.

"Given last year's snowfall amounts and very low temperatures, LIHEAP grants were vital to the comfort and well-being of people all across Philadelphia," said Denise Adamucci, vice president of regulatory compliance & customer programs. "In preparation for another winter, PGW urges customers to apply early and take advantage of grants while they are still available."

PGW urges customers to text GRANT to 95997, or visit www.pgworks.com/LIHEAP or one of the company's customer service centers to apply before the grant money runs out. In an effort to increase the number of families who apply for LIHEAP assistance, PGW is also conducting outreach to neighborhood organizations, churches, elected officials, and other community leaders to educate the community and support eligible households in applying for LIHEAP.

PGW representatives will be available to help customers with their LIHEAP applications at the company's customer service centers from 9 a.m. to 5 p.m. on the days listed below.

To apply, customers need to bring social security numbers and proof of household income for the last 30 days for everyone living in the home. More information is available at www.pgworks.com and PGW's LIHEAP hotline: 215-787-HEAT (4328), press 4.

PGW Customer Service Center	Address	Weekdays Open
Center City	1137 Chestnut St.	Mon., Tues., Thurs. and Fri.
Frankford	4410 Frankford Ave.	Tues., Thurs. and Fri.
Germantown	212 W. Chelton Ave.	Tues., Wed. and Fri.
N. Philadelphia	1337 W. Erie Ave.	Mon., Wed. and Thurs.
W. Philadelphia	5230 Chestnut St.	Mon., Tues., Wed. and Fri.

Applicants for LIHEAP assistance must meet the 2014-2015 eligibility requirements, which means they must have a household income at or below 150 percent of the Federal poverty level (as shown in the table below). The LIHEAP program is set to end on April 3, 2015.

Household size	Maximum monthly household income	Maximum yearly household income
1	\$1,459	\$17,505
2	\$1,966	\$23,595
3	\$2,474	\$29,685
4	\$2,981	\$35,775
5	\$3,489	\$41,865
6	\$3,996	\$47,955
Each additional	\$508	\$6,090

A federally funded block grant program implemented at the state level, LIHEAP assists low income customers with their winter heating costs. LIHEAP grants for PGW customers are applied directly to the "Please Pay" amount of their bill.

Customers can receive additional assistance through PGW's Customer Responsibility Program and Crisis Assistance. PGW's low income Customer Responsibility Program provides a discounted bill and debt forgiveness to eligible customers to help afford and maintain gas service. Crisis Assistance is a federal grant that is awarded to income-eligible customers who are without utility service, have broken equipment or have received a 10-day shut-off notice. Customers can apply for Crisis Assistance and LIHEAP at the same time.

Founded in 1836, Philadelphia Gas Works (PGW) is owned by the City of Philadelphia and is the largest municipally owned gas utility in the country. It manages a distribution system of approximately 6,000 miles of gas mains and service pipes supplying approximately 500,000 customers. PGW's operations are managed by a non-profit corporation, the Philadelphia Facilities Management Corporation (PFMC). More information about the company is available at www.pgworks.com.

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