

PGW's Customer Responsibility Program (CRP)

What is the Customer Responsibility Program (CRP)?

- CRP is a Customer Assistance Program that can help low-income customers better afford their PGW bills and keep gas service on.
- CRP provides discounted bills for eligible customers.
- CRP customers pay a budget amount based on their gross household income.

Who is eligible for the CRP Program?

- PGW residential customers.
- Gross household income must be at or below 150 percent of the Federal Poverty Level (FPL).

What types of agreements are offered through CRP?

- CRP agreements are based on the number of persons in the household and the total gross household income, plus a \$5 monthly co-pay towards the pre-program debt (the amount the customer owes PGW at the time of enrollment in CRP), if any.
- Poverty guidelines and maximum household income are based on federal figures. The dollar amounts change every year.
- The minimum CRP charge is \$25 per month (plus \$5 co-pay, if applicable).

Percent of Type	Percent of FPL	2013 Maximum Monthly Gross Income per Household Size				
		1	2	3	4	Each Additional Person
8% of income	0-50%	\$479	\$646	\$814	\$981	\$168
9% of income	51-100%	\$958	\$1,293	\$1,628	\$1,963	\$335
10% of income	101-150%	\$1,436	\$1,939	\$2,441	\$2,944	\$503





What are the rules for participation?

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

What documentation do I need to apply for CRP?

- Social Security cards for all members of the household.
- Most recent 30 days proof of income for all members of the household who have an income or who receive benefits assistance.
 - Examples: Pay stubs; award letter from the Social Security Administration for Social Security, SSI, or SSDI benefits; documentation from the Department of Public Welfare (DPW) or a My COMPASS printout of the unemployment benefits or cash assistance received by yourself, other adults in your household or children in your household; documentation of child support payments; completed prior tax return forms or quarterly tax returns for self-employed individuals; completed Income Support Document.

How to apply for CRP?

- Print out an application in English or Spanish online at www.pgworks.com.
- Mail completed application and copies of Social Security cards and proof of income for everyone living in the household to:
Philadelphia Gas Works, Customer Responsibility Program,
P.O. Box 3529, Philadelphia, PA 19122-0529.
OR
- Visit one of PGW's Customer Service Centers.
 - Be sure to bring proof of income and Social Security cards for everyone living in the household.

What happens to my pre-CRP program arrears?

- PGW will forgive 1/36 of your original pre-CRP debt each month for each bill paid on time and in full.
- Your monthly \$5 co-pay is applied to your pre-CRP debt.

What happens if I don't pay my bills on time?

- PGW will send you a notice informing you that you have 10-days to pay or your gas service could be shut-off.

Could a CRP customer choose a gas supplier other than PGW?

- No, you can not choose a gas supplier and remain on CRP at the same time.
- CRP will provide greater savings for low-income customers than what will be available from gas suppliers

For more information, contact PGW'S Customer Assistance Hotline at (215) 787-HEAT (4328) or visit www.pgworks.com.