

# Need Help Paying Your Gas Bill?

PGW's Customer Responsibility Program can help!



## WHAT IS CRP?

PGW's Customer Responsibility Program (CRP) provides affordable gas bills for low-income households.

PGW may also provide debt forgiveness over 36 months of CRP payments, as well as free weatherization to help reduce high bills.

## WHO QUALIFIES?

PGW customers with monthly household incomes **at or below 150% of the Federal Poverty Line (FPL)** qualify for CRP.

Number in household	1	2	3	4
150% FPL (2020)	\$1595	\$2155	\$2715	\$3275

 **Each additional person: add \$560 to monthly income**

## HOW DOES IT WORK?

- PGW customers on CRP receive a gas bill that is a fixed percentage of their income (see below).


Income	Gas bill
Up to 50% of FPL	4% of household income
51- 100% of FPL	6% of household income
101-150% of FPL	6% of household income

### ***Your responsibilities on CRP***

- Pay monthly CRP bills on time and in full
- Tell PGW if household size or income changes

## HOW DO I APPLY?

- There are several ways to apply for CRP:
  - Online** at: [www.PGWORKS.com/CRP](http://www.PGWORKS.com/CRP)
  - In person** at your Neighborhood Energy Center or nearest PGW office (see locations on back of this flyer)
  - By mail:** fill out an application and mail the PGW office:
    - Philadelphia Gas Works, P.O. Box 3529, Philadelphia, PA 19122-0529

 **You will need:** Names, Dates of Birth, Proof of Income, and Social Security Numbers (if available) for all household members

**CLS phonelines are open for new clients!** If you have problems applying for CRP or face other utility issues, contact **215-981-3700** and leave us a message. For more information about CLS, visit [clsphila.org](http://clsphila.org)

# What is a Neighborhood Energy Center?

Neighborhood Energy Centers serve as “one-stop-shops” for all energy services and provide a comprehensive approach to energy problems for low to moderate-income consumers.

Energy Center	Address	Hours	Phone Number
ACHIEVEability Services	59 N. 60 <sup>th</sup> Street, Philadelphia PA 19139	Mon-Fri: 9-5 PM	(215) 748-8838
Action Wellness	1216 Arch Street, Philadelphia PA 19107	Mon-Fri: 9 - 5 PM	(215) 981-0088
Center in the Park	5818 Germantown Ave. Philadelphia, PA 19144	Mon-Fri: 8:30 - 4:30 PM	(215) 848-0979
Concilio	141 E Hunting Park Ave. Philadelphia, PA 19140	Mon-Fri: 8:30 - 4:30 PM	(215) 627-3100
Congreso De Latinos Unidos, Inc.*	216 West Somerset St. Philadelphia, PA 19133	Mon-Thurs: 8:30 - 4:30 PM	(215) 763-8870
Dixon House/ Diversified Community Services	1920 South 20th St. Philadelphia, PA 19145	Mon-Fri: 9 - 6 PM	(215) 336-3511
Germantown Avenue CRISIS Ministry	35 W. Chelton Ave. Philadelphia, PA 19144	Mon-Wed: 9 - 2 PM	(215) 843-2340
Greater Philadelphia Asian Social Service Center**	4943 North 5th St. Philadelphia, PA 19120	Mon-Tu: 9-2 PM; Fri: 9- 1 PM	(215) 456-0308
HACE *	4907 Frankford Ave. Philadelphia, PA 19124	Mon-Fri: 9 - 5 PM	(215) 437-7867
Hunting Park NAC	3760 N. Delhi St. Philadelphia, PA 19140	Mon-Wed: 9:30-11:30 AM	(215) 225-5560
Nicetown NAC	4300 Germantown Ave. Philadelphia, PA 19140	Mon-Fri: 9 - 5 PM	(215) 329-1824
People's Emergency Center	325 North 39th St, Philadelphia, PA 19104	Mon-Fri: 9 - 5 PM	(267) 777-5854
Southwest CDC	6328 Paschall Ave. Philadelphia, PA 19142	Mon-Fri: 9 - 4:30 PM	(215) 729-0800
Strawberry Mansion NAC	2829 West Diamond St. Philadelphia, PA 19121	Mon-Fri: 9 - 5 PM	(215) 235-7505
United Communities	2029 South 8th St. Philadelphia, PA 19148	Mon-Fri: 9 - 5 PM	(215) 468-1645
United League of Philadelphia	121 South Broad Street Philadelphia, PA 19107	Mon-Fri: 9 - 5 PM	(215) 985-3220
We Never Say Never	4427 Lancaster Ave. Philadelphia, PA 19104	Mon-Fri: 9 - 5 PM	(215) 452-0440

\*Spanish speaking assistance available

\*\*Chinese and other language assistance

## Contact an NEC if you need help with:

- Energy assistance grants
- Utility payment arrangement
- Energy conservation
- UESF
- Home repair programs
- Budget counseling
- LIHEAP

**Note: due to COVID-19 pandemic, NECs may have different availability than what is listed above.**