

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)	\$1,823	\$2,465	\$3,108	\$3,750

 **Each additional person: add \$643 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/customer-care/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 phelines 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

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 th 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 the COVID-19 pandemic, NECs may have different availability than what is listed above.