

Polish American Social Services "PASS"

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 maintain their gas service.
- CRP may provide discounted bills for eligible customers.
- CRP customers pay a budget amount based on their gross household income.

Who is Eligible for the CRP Program?

- Residential customer of record.
- Gross household income must be at or below 150% of the Federal Poverty Level.

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 \$3 monthly co-pay towards the pre-program arrears (the amount that the customer owed PGW at the time of enrollment in CRP), if any.
- The poverty guidelines and maximum household income are based on federal figures. The dollar amounts change every year.
- The minimum CRP charge is \$18 per month (plus \$3 co-pay, if applicable).

CRP Agreement Type	If Percentage of poverty is	2005 Maximum Monthly Gross Income per Household Size					Each additional
		1	2	3	4		
8% of income	0-50%	\$399	\$535	\$670	\$806		\$136
9% of income	51-100%	\$798	\$1,069	\$1,341	\$1,613		\$272
10% of income	101-150%	\$1,196	\$1,604	\$2,011	\$2,419		\$408

What are the Rules for participation?

- Make payments on time.
- Assign a LIHEAP grant to PGW.
- Recertify (re-apply) every year.
- Allow installation of Automatic Meter Reading (AMR) device.
- Accept free conservation services.

How to apply for CRP?

Visit one of POW's Customer Service Centers and bring:

- Social Security Cards for all members of the household.
- Proof of income for all members of the household:
- Pay stubs for last four (4) weeks; letter from employer; DPW card; Social Security, Child Support, Unemployment, rental income, or other acceptable documentation.

What happens to my pre-CRP program arrears?

- Your monthly \$3 co-pay is applied to your pre-CRP arrears.
- CRP Forgiveness: PGW will eliminate (forgive) 1/36 of your original pre-CRP arrears each month provided that all bills are paid on time and in full.

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 cure your agreement or your gas service could be shut-off.
- CRP is the most affordable payment agreement available from PGW and/or the PUC's Bureau of Consumer Services because it provides a discount on your gas service.

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 will be available from gas suppliers.

For more information, contact PGW'S LIHEAP, CWP, and CRP Hotline at (215) 684-6100 or visit our web site at www.pgworks.com, or call Polish American Social Services at (215) 923-1900.

Polish American Social Services United Social Services Outreach Program

Main Office:

308 Walnut Street • Philadelphia, PA 19106
Open Monday to Friday • 9 A.M. to 4 P.M.

Telephone: (215) 923-1900

Outreach Services in and around the Philadelphia area
Internet: PolishAmericanSocialServices.com

Medicare Update

The staff of Polish American Social Services thanks all who helped promote the **Medicare Prescription Drug Fair** which took place on Wednesday, December 7th, 2005, in St. Adalbert's Auditorium in Philadelphia, PA.

This highly successful event was attended by hundreds of people who were pleased to receive the information they needed regarding the new **Medicare Prescription Drug Program**. We compliment and thank the staffs of **CARIE, APPRISE** and **PCA** for helping to coordinate the Fair and for being part of the client service team along with the representatives of prescription drug program providers and the staff and volunteers of Polish American Social Services.

PASS will continue to assist people with the **Medicare Prescription Drug Program** and other **social service programs** and invites you to let people know they can call PASS for information and assistance.

The enrollment period for the Medicare Prescription Drug Program continues until **May 15, 2006**, so there is time for you to make your decision and see if a change in your present prescription program would be beneficial to you.

If you have questions, contact PASS, Monday through Friday, between 9 A.M. and 4 P.M. at **(215) 923-1900**. Services are free and confidential and available in both the English and Polish language.

For additional information about social service programs, visit PASS on the Internet at: PolishAmericanSocialServices.com.

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The main office of PASS at 308 Walnut Street is open Monday through Friday between 9 A.M. and 4 P.M. to service the general public. You can call the main office at **(215) 923-1900**. Clients coming to the main office are asked to call in advance so that a Social Service Representative can be assigned to provide information and assistance and to secure appropriate documents and information necessary for processing each request.

Some services are listed in this newsletter, but the staff can assist you with **many other programs** available to both senior citizens and individuals of all ages. Services can be provided in the **English or Polish language**. Everyone is welcome to contact the agency for services.

PASS also makes many community outreach visits throughout the year. There are also several special outreach visits made to senior citizen groups which are announced in local newspapers or church bulletins.

The following outreach service locations and schedules are in operation: Daily services for clients from these areas are also available at the main office.

Main Office:

308 Walnut Street
Downtown Philadelphia

**Monday to Friday
9 A.M. to 4 P.M.**

Port Richmond & Fishtown areas:

St. Adalbert Office
Thompson Street & Allegheny Avenue

**Every Tuesday
9 A.M. to 1 P.M.**

Northeast/Bridesburg & Frankford areas:

St. John Cantius Hall
Thompson & Orthodox Streets

**Every 1st Wednesday
10 A.M. to 12 Noon**

Manayunk/Roxborough areas:

St. Josaphat Hall
Cotton & Silverwood Streets

**Every 3rd Monday
10 A.M. to 12 Noon**

Other outreach areas served by PASS are announced in community newspapers and in church bulletins.

For information on those outreach visits call the main office at (215) 923-1900.