

Heating Bill Assistance Available

Applications are being accepted from customers on a limited income for LIHEAP, the Low Income Home Energy Assistance Program.

Contact UGI PNG at **1-800-844-9276** (UGI-WARM) if your annual income falls at or below the amounts in the table below.

Because LIHEAP is a federally funded grant and not a loan, the money does not have to be paid back. Funding is limited and will be distributed on a first-come, first-served basis. The program runs between November 2, 2009 and March 15, 2010.

Qualifying Income Levels for 2009-2010

Household Size	Annual Income	Monthly Income	Weekly Income
1	\$16,245	\$1,354	\$312
2	\$21,855	\$1,821	\$420
3	\$27,465	\$2,289	\$528
4	\$33,075	\$2,756	\$636
5	\$38,685	\$3,224	\$744
6	\$44,295	\$3,691	\$852
7	\$49,905	\$4,159	\$960
8	\$55,515	\$4,626	\$1,068

Additional Family Members

Per Person	+\$5,610	+\$468	+\$108
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Natural Gas Safety Tips

Don't Box in Heating Equipment!

Combustion problems resulting in dangerous concentrations of carbon monoxide can occur

when fuel-burning equipment is installed in a confined space. When you renovate or remodel, be sure to have a professional calculate the space required for safe operation of your equipment.

If You Smell Gas...

Follow these simple steps if you detect a strong odor of gas inside your home:

EXIT immediately, leaving doors open for ventilation.

CALL UGI PNG at **1-800-228-1110** from either a neighbor's home or from a cell phone a safe distance away from your residence.

NEVER switch lights or other electrical equipment on or off, or use a flashlight, lighter or telephone. A spark could ignite the gas.

Please Support Project Outreach

For more than 20 years, the UGI PNG Project Outreach program has assisted individuals and families experiencing financial problems that make it difficult to pay their gas bills. These hardships are especially tough when the weather gets colder and bills are typically higher.

Please consider joining the many customers who make donations to Project Outreach. **Interested**



customers can enclose a check, payable to Project Outreach, with their bill payment. The program is funded by donations from employees, customers and outside sources with UGI PNG allocating seed money and matching employee/customer contributions.

Between Oct. 1, 2008, and Sept. 30, 2009, UGI PNG and its customers, employees and outside sources issued 328 grants and donated \$17,050 to Project Outreach. Since the program inception, Project Outreach has helped thousands of customers, and UGI PNG has contributed more than \$1 million in assistance.

Every penny you donate to Project Outreach goes to provide energy assistance to UGI PNG residential customers who are in desperate need. UGI PNG partners with community-based organizations within its service territory to administer and distribute grants to eligible customers.

Thank you!

Natural Gas: The Perfect Recipe for Easy Cooking!

Cooking with natural gas provides customers with ease of operation and cost savings. In addition, natural gas ranges offer numerous benefits over their electric counterparts. These include:

- ✓ Savings of more than 25 percent.
- ✓ Instant control and adjustment of burner flame.
- ✓ A life expectancy of six years longer, on average.
- ✓ No hot spots; natural gas burners heat evenly.

Finally, natural gas is the number one choice of professional chefs. So take it from the experts when deciding on what's cooking!

Bon Appetit!



Safety Smarts

Prevent kitchen fires with common-sense tips.

- When cooking, do not allow the gas burner flame to extend beyond the bottom of the pot. This wastes energy and is dangerous.
- Always keep a dry chemical (Class B) fire extinguisher nearby.



To report a gas leak or odor, please call 1-800-228-1110 (available 24/7).

Para informar de un escape de gas u olor, por favor llame al **1-800-228-1110** (disponible 24/7).

For non-emergency phone calls:

Our customer service representatives are available from 8 a.m. to 5 p.m. Monday through Friday.

- Wilkes-Barre, Wyoming Valley 570-829-3461
- All other cities 1-800-432-8017
- Web www.ugi.com

A carbon monoxide detector should be installed on each floor of a home and near every sleeping area.