



January 1, 2020

Re: Gas Affordability Program

Dear Great Plains Natural Gas Customer,

Great Plains Natural Gas Co. (Great Plains) Gas Affordability Program (GAP) is designed to help qualifying customers lower their monthly gas bills and pay past due balances. GAP offers two types of credit:

- Monthly Affordability Credit for current natural gas charges: Your monthly natural gas charges will not be more than 4% of your household income.
- Matching GAP Installment Credit for past due natural gas charges: A GAP Installment Plan will be set-up to help you pay off your past due bill over a period of up to 24 months. Each month you pay your GAP Installment amount, a matching GAP credit will be applied to your account. If you make your payment each month, you will be paying for only one-half of your past due balance.

To qualify for GAP, you must have received a Low Income Home Energy Assistance Program (LIHEAP) grant for the current heating season. To apply for LIHEAP, please see the contact information listed in the enclosed brochure.

Great Plains GAP is administered by The Salvation Army in Roseville, MN. Please complete the enclosed GAP application and mail it along with your EAP grant letter, and verification of income for one month in the return envelope provided. If you have any questions about GAP, please contact either Great Plains at 877-267-4764 or The Salvation Army at 888-733-8033.

If you qualify for the Gas Affordability Program, Great Plains will contact you to set-up a GAP payment plan. If you do not qualify for GAP at this time, The Salvation Army will notify you by letter.

Sincerely,

Great Plains Natural Gas Co.  
The Salvation Army  
Gas Affordability Program

# 2020 Gas Affordability Program Application Form



## YOU MUST COMPLETE AND SIGN THIS FORM TO APPLY

(Please Print)

Name(s) on account: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

► **GREAT PLAINS ACCOUNT NUMBER** (Must be Included): \_\_\_\_\_

The account number can be found on the upper right side of your bill. If you do not know your account number, contact Great Plains at 1-877-267-4764. There will be a delay if you do not include your account number.

► **INCOME INFORMATION**

Please include income from **ALL** sources (except food stamps) and for **ALL** household members. Wages for children in grades K-12 are not counted.

• What is your total yearly household income: \$ \_\_\_\_\_ Per Year

• What was your total household income for the past three months: \$ \_\_\_\_\_

**By signing this document, I am applying for the Gas Affordability Program (GAP). I understand that by doing so I am agreeing to the following:**

- I agree that I have received a Low Income Home Energy Assistance Program (LIHEAP) grant for the current heating season.
- I agree to allow Great Plains Natural Gas Co. (Great Plains) to use payment information in the evaluation of the program.
- I agree to allow The Salvation Army to obtain account information, including LIHEAP status, from Great Plains Natural Gas Co. necessary to process this application for the 2020 Gas Affordability Program year.
- If you fail to pay two consecutive monthly payments in full under the GAP, you will be terminated from the GAP and will be subject to Great Plains' regular collection practices including the possibility of disconnection.
- I understand that enrollment for the program is based on a first-come basis.
- Income information is handled confidentially through the third party vendor, The Salvation Army.
- I agree to notify Great Plains if there are changes in my income, household size, or if I move.
- I understand that enrollment in this program will automatically cancel me from the Balanced Billing Plan enrollment or any other previously agreed upon payment plan.
- After approval of your LIHEAP grant, qualified customers' GAP benefits will begin on or after January 1, 2020.

► **QUESTIONS? Call Great Plains Natural Gas Co. at 1-877-267-4764 to answer your questions about the GAP program, or call The Salvation Army at 1-888-733-8033 for additional assistance or with questions regarding this application.**

**If this application is not fully completed, it will delay your enrollment in the program.**

**All adults living in your household listed on the LIHEAP application must sign below.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**MAIL TO:** The Salvation Army  
GAP Program  
2445 Prior Avenue N  
Roseville, MN 55113