



Low-Income Discount Pilot Program

Beginning February 25th, the Low-Income Discount Pilot Program will be available to Hope Gas customers. To qualify, applicants must meet all of the following criteria:

1. Be classified as a residential heat customer
2. Meet the poverty low-income guidelines up to 200%
3. Have experienced payment troubles and have a past due balance
4. Have applied for LIEAP

To learn more and enroll in this program, contact the Hope Gas Customer Service team at 1-800-688-4673.



Everyone Needs a Hand Sometimes. Hope Gas is Here to Help.

Customer Support Programs Are Available

Programs Include:

- Dollar Energy Fund
- 20% Discount Program
- The Low-Income Energy Assistance Programs (LIEAP)
- Emergency LIEAP
- Budget Billing
- Weatherization/LIHEAP Emergency Repair & Replacement Program and Development Office
- 2-1-1



Scan the QR Code to Learn More

Low-Income Discount Pilot Program **New Program!**

The first of its kind for utility customers in West Virginia, offering a 25% monthly bill discount to help make energy costs more manageable while encouraging consistent payment habits to those who are eligible.



Changes on Your Gas Bill & Payment Assistance Programs



Warmer Than Normal - Residential Customer			Colder Than Normal - Residential Customer		
Line			Line		
1	Billing Period:	03/01/2026	1	Billing Period:	03/01/2026
2	From (day after previous read date):	03/31/2026	2	From (day after previous read date):	03/31/2026
3	To (current month read date):	2%	3	To (current month read date):	2%
4	Deadband /Temperature Threshold:	608	4	Deadband /Temperature Threshold:	608
5	Normal Heating Degree Days (NHDD):	596	5	Normal Heating Degree Days (NHDD):	620
6	NHDD Adjusted for Deadband (NHDD x 98%)	550	6	NHDD Adjusted for Deadband (NHDD x 102%)	666
7	Actual Heating Degree Days (AHDD)	1.08335	7	Actual Heating Degree Days (AHDD)	0.93117
8	WNA Factor:	31	8	WNA Factor:	31
9	Number of Days in Billing Period :	0.03348	9	Number of Days in Billing Period :	0.03348
10	Average Daily Base Load in Mcfs:	1.04	10	Average Daily Base Load in Mcfs:	1.04
11	Base Load Monthly Mcfs (BLMM):	15.05	11	Base Load Monthly Mcfs (BLMM):	15.05
12	Actual Monthly Mcfs (AMM) Consumption:	16.22	12	Actual Monthly Mcfs (AMM) Consumption:	14.09
13	Weather Normalized Billing Mcfs (WNBMM):	(1.2)	13	Weather Normalized Billing Mcfs (WNBMM):	(1.0)
14	Weather Normalized Actual Mcf (WNAAM):	\$ 10.183	14	Weather Normalized Actual Mcf (WNAAM):	\$ 10.183
15	Base Rate Charge per Mcf:	\$ 12.22	15	Base Rate Charge per Mcf:	\$ (10.18)
16	Weather Normalization Adjustment (WNA):		16	Weather Normalization Adjustment (WNA):	

Example of a Bill for a Residential Customer with Warmer Than Normal Weather and Colder Than Normal Weather.

Weather Normalization Adjustment Program

On February 10, 2025, in Case 25-0417-G-42T, the Public Service Commission of West Virginia (PSC) approved a Weather Normalization Adjustment (WNA) as a five-year pilot program for bills rendered to Rates Schedules Residential, Small General Service, and Large General Service, sales and transport customers from November 1 to May 31. A WNA is a billing method used to adjust for differences between "normal" (or expected) weather and "abnormal" (or unexpected) weather in the base rate charge portion of the customer bill; the WNA does not apply to the gas supply charge or the Pipeline Replacement and Expansion Program (PREP) components.

A Weather Normalization Adjustment will be applied under the following circumstances:

- If temperatures are more than two (2) percent colder than normal during the WNA billing period, **customers will receive a credit on their bill.**
- If temperatures are more than two (2) percent warmer than normal during the WNA billing period, **customers will receive a surcharge on their bill.**
- If temperatures are within two (2) percent of normal weather during the WNA billing period, **the WNA amount will be zero and '0.00' will be shown on the bill.**

What is "normal" weather?

Hope Gas uses a 10-year system-wide average temperature from information provided by the National Oceanic and Atmospheric Administration (NOAA) from measuring stations located throughout the Hope Gas service territory. Next, Heating Degree Day differences, as discussed below, are calculated from this average to predict and plan for normal customer heating requirements.

How do Heating Degree Days measure weather?

Heating Degree Days (HDD) are used to measure how cold it is on a given day. HDDs are calculated by subtracting the average temperature for the day from 65°F. Below 65°F is considered a threshold at which heat would typically be necessary for the average customer. The system-wide average for years 2015 to 2024 (or Normal HDDs) was used to determine the revenue increase approved in the 2025 base rate case and will be used to determine the WNA, if applicable.

What is the Base Load Monthly Mcfs (BLMM)?

The BLMM is the daily base load factor for usage not related to heating. The BLMM is the daily base load factor for usage not related to heating. It is determined by using each customer's usage between May 15 and September 25 and dividing that usage by the number of days related to that usage. This usage represents gas used by a water heater, a range, or clothes dryer. This usage is expected to be constant during the year. Thus, base load usage is not subject to the WNA factor.

Can a customer choose to opt out of WNA?

No. Customers served under Rates Schedules Residential, Small General Service, and Large General Service, sales and transport cannot opt out of participation.