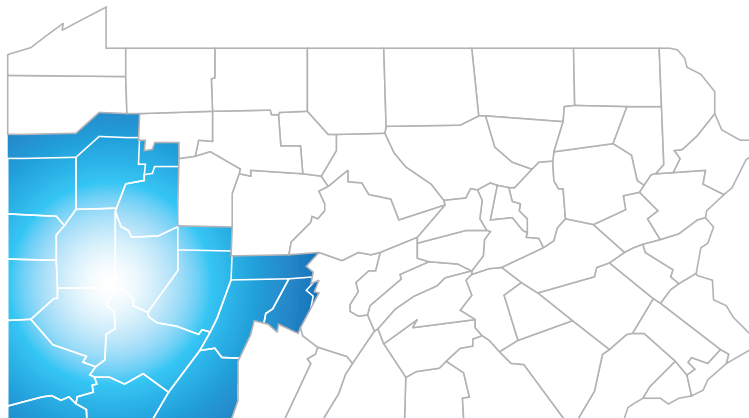

LOCAL CUSTOMER SERVICE

This summer, you'll notice something new – and better – when you call Peoples Natural Gas with service questions. That's because our new Customer Service Center is up and running, staffed by local customer service representatives. They're all from Western Pennsylvania. They know the region and its people. They're connected to our communities. Why the change?

Service calls used to be handled by people far off, out of the state, when Peoples wasn't locally owned and operated. But with Peoples Natural Gas now fully Western Pennsylvania based and run, decisions are being made right here -- with an eye to investing for the energy future of the region. Our local new Customer Service Center is just one of the investments we're making. It's part of a \$100 million commitment in service enhancements across our 16-county area.

The Customer Service Center alone is creating more than 70 new jobs. We've hired almost 200 people through the Customer Service Center and other service investments. That's just the start. As we grow and continue investing in the region, Peoples will be creating additional jobs.



THE NEW CUSTOMER SERVICE CENTER AT

PEOPLES NATURAL GASSM

About the Customer Service Center..

New systems, new people, new commitment to local service. That's what the Peoples Customer Service Center is all about. When someone calls to start gas service, change service, ask about a monthly bill, they'll be talking to someone local and experienced. They'll listen and do their best to help. They've done this before – because they've worked in customer service previously and know how to take care of people. Because they're local, our reps know the area. They know the little things – like what the weather is doing at the moment – that can affect gas service. They'll be working with a new computer system to access customer information and get answers. They'll take the time to hear our customers out and solve their problems.

Working for a smooth transition...

We're working hard to minimize any problems as the new Customer Service Center comes online. Our service reps have been on board and training on the new system over two months. They're excited and motivated to start serving customers, neighbor to neighbor. With any new program this big – particularly with a sophisticated computer system like the one powering our Customer Service Center – there are often bugs and kinks to work out at first. We're asking customers to bear with us as we make the transition to fully local, fully committed customer service, *Western Pennsylvania style*.

By the numbers...

- 1 Director
- 1 Quality Assurance Coordinator
- 1 Analyst
- 2 Managers
- 5 Supervisors
- 12 Billing Representatives
- 12 Credit Representatives
- 43 Telephone Representatives



PEOPLES NATURAL GAS™

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Antione Collins / *Customer Service Representative* / “Customer service is coming back to Western Pennsylvania, and people are going to be glad about that.”



Lauren Baker / *Customer Service Representative* / “Going above and beyond what's expected is really important. You don't get that a lot these days.”



Loretta McNeil / *Customer Service Representative* / “Callers will notice the community feel that they'll get from our customer service representatives.”



Jim Ferrari / *Customer Service Representative* / “Every customer is different, every concern is different, and the attention you give them is unique.”



Sue Buchholz / *Customer Service Representative* / “There's a lot of enthusiasm here. There's almost a sense of new birth, and we're all really excited about being part of that.”



Whitney Robinson / *Customer Billing & Credit Administrator* / “That sense that you've helped someone is so rewarding.”