

PEOPLES VIEW

*Safety.
Customer Commitment.
Trust.
Community.*

NEWS YOU CAN USE FROM YOUR ENERGY PARTNERS AT PEOPLES NATURAL GAS

MARCH 2012



MESSAGE FROM MORGAN O'BRIEN

As the colder winter temperatures continue, Peoples Natural Gas would like to provide you with important information regarding our Universal Services Programs and other special services designed to help low income customers who meet eligibility requirements pay their heating bills and make life a little easier for those in need.

Please take a moment to read the information in this newsletter about the Universal Services Programs and other special services that are available. This edition also explains the differences between the two types of rate request (base rate and purchased gas cost) information you will see included with your bill.

Peoples Natural Gas remains committed to providing you with safe, reliable service. Please have a safe and warm winter.

Morgan K. O'Brien
President and CEO

EMERGENCY SERVICE CONTACT INFO

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week.

If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, call us immediately at **1-800-400-4271**. ●

ENERGY CHOICE

Did you know Energy Choice is available to Pennsylvania utility consumers?

You do not have to purchase your natural gas from Peoples Natural Gas. The Energy Choice Program provides you with a list of natural gas suppliers you can choose from.

Visit the energy choice section of peoples-gas.com for the full list of suppliers and additional details on the Energy Choice program. ●

UNIVERSAL SERVICES PROGRAMS

Peoples Natural Gas offers a variety of programs for customers on low or fixed incomes or who may have special needs. Contact us at **1-800-400-WARM** for details, eligibility requirements, and enrollment information.

Customer Assistance Program (CAP)

With colder temperatures here, you may find that you need help paying your winter gas bill. Peoples Natural Gas Customer Assistance Program (CAP) is a special payment arrangement for people who meet income guidelines and are having trouble paying their bill. CAP participants make affordable payments based on a percent of their income and family size.

Low Income Usage Reduction Program (LIURP)

LIURP is designed to help eligible CAP customers who have had problems coping with high gas bills. A team of "energy auditors" visits the home and thoroughly inspects it from the basement to the attic to find where heat is escaping and where cold air is entering the home. Measures that provide the greatest energy savings will be installed and may include: heating system improvements, attic and wall insulation, and caulking and weather-stripping.

Customer Assistance Referral and Evaluation Services (CARES)

The CARES program helps customers who have a true inability to pay their utility bills and who are facing other problems as well. Customer Relations Specialists review the customer's situation and provide referral information to the customer, and to the customer's family, about agencies that may be able to help the customer such as fuel assistance programs and social service agencies. ●

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PEOPLES VIEW / MARCH 2011

NOTICE OF PROPOSED BASE RATE AND PURCHASED GAS COST CHANGES

If you have not already received them then you will be receiving two notices of proposed rate changes included in your Peoples Natural Gas bill. One is for a change in **Base Rates** and one is for a change in the **Purchased Gas Cost Rate**. The language on the bill inserts is very similar and can be confusing. This section of Peoples View explains the differences between the two.

Base Rate

Base Rates are the charges to have natural gas delivered to your address including customer and emergency services. It does not include the cost of gas itself. Base Rates, which include a delivery and monthly customer fee, cover the reasonable cost of company expenses such as the investment in the pipeline system, operation, maintenance and administration. In short, the Base Rates recovers the cost of doing business.

Purchased Gas Cost

The Purchased Gas Cost Rate is the recovery of the actual cost of gas itself.

For customers who purchase gas from Peoples, Peoples Natural Gas buys that gas from wholesale suppliers and sells it to you, the customer, at the same price. Peoples Natural Gas does not make money from selling you natural gas. Sometimes the price of natural gas has to be adjusted to reflect the changing cost of gas in the wholesale market. This can lead to an increase or decrease in your overall gas bill.

Whenever Peoples Natural Gas seeks to increase or decrease its Base Rates or Purchase Gas Cost Rate, it files a request with the PUC that shows the proposed new rates and effective dates, and provides proof that the increase or decrease is needed. Peoples Natural Gas also notifies customers of the proposed change at least 60 days in advance. The ratemaking process requires the PUC to review and approve all rate change requests to ensure the lowest reasonable rates for consumers while maintaining the financial stability of utilities. ●

SPECIAL SERVICES

Pennsylvania Relay Service

Hearing impaired or speech disabled customers can use the Pennsylvania Relay Service to communicate with Peoples Natural Gas by calling **1-800-654-5988**, or simply dialing **7-1-1**. This service allows users to utilize a Communications Assistance person to relay the message to the other person.

Thermostats for the Vision Impaired

A special large dial thermostat is installed in the customer's home for free for vision impaired customers. The thermostat cover provides an audible clicking sound as the thermostat is being adjusted allowing the user to count how many degrees they have raised or lowered the thermostat. To request a special thermostat contact Peoples Natural Gas at **1-800-400-WARM (9276)**.

Large Print Bill

Customers with vision impairments may request to receive a large print bill summary in addition to their regular monthly bill by calling **1-800-400-WARM (9276)**. Braille billing translation is offered for blind and vision impaired customers upon request.

Protection From Abuse Order

Customers, who have a valid Protection from Abuse Order (PFA) from a court, can contact the utility for some additional protections available to prevent termination of service. Please contact **1-800-400-WARM (9276)** for more information. ●

