



Welcome to Peoples Natural Gas

Since our founding in 1885, Peoples Natural Gas Company has been providing Western Pennsylvania with clean, safe and reliable natural gas. From the industrial age to the technology era, Peoples has been an integral part of the fabric that makes up this region. Today, we are re-establishing ourselves as a committed community partner and a leader in the natural gas industry, providing reliable energy to more than 359,000 homes and businesses.



Our Vision and Values Start With You!

What are vision and values?

The vision defines what we want the company to be and to achieve. The values are what we stand for. These values outline the action the company and we, as employees, can take to support the vision. Together, the vision and values of Peoples Natural Gas provide the framework for decision making and leadership. They set the direction for the “new” Peoples Natural Gas.

Four Point Vision

- Ensure the safety of our customers and employees.
- Provide valued services to our customers.
- Build long-term economic growth for our regions.
- Improve the quality of life for our communities.

Defining our Vision



Safety

As a Company, we will:

- Commit to Safety as our top priority for both our employees and customers.
- Strive towards recognition as a leader in safety performance and safe systems in our industry.
- Have an endless commitment to increasing safety awareness and be driven to maintaining safe behavior for all our employees through the best training, proper tools, a positive/safe work environment and review of safety improvement ideas.

As employees, we support this by:

- Taking accountability for the safety of our customers, our fellow employees and ourselves.
- Modeling safe behaviors, always following procedures and looking out for our work partners.
- Together, we will set safety goals, focused on continuous improvement, and link them to individual and company performance criteria.

Customer Commitment

As a Company, we will:

- Strive to be the best in our industry in meeting our customer needs by being dedicated to customer responsiveness and honoring commitments in everything we do.
- Achieve leadership in our field through achievement of the highest quality of service and representation of all stakeholder interests.

As employees, we support this by:

- Consistently providing responsive, respectful and professional service to every customer.
- Going beyond the expected, if necessary to resolve issues.
- Taking accountability for personal work product, customer care goals and metrics.
- Regularly monitoring customer satisfaction levels, making improvements when needed.

Trust

As a Company, we will:

- Be committed to conducting our business with the highest professional and ethical standards.
- Keep our word, deliver on our promises, abide by laws and regulations, and accept accountability for our mistakes.
- Create a respectful workplace, characterized by honest, direct and relevant communication.
- Act with integrity and engender trust in both colleagues and customers.

As employees, we support this by:

- Treating customers and one another in a positive, professional and ethical manner.
- Earning customer's trust by providing safe and reliable service and abiding by all laws, regulations, policies and procedures.
- Doing what is right. Confronting issues in a timely, respectful manner.
- Being honest and transparent. Disclosing information, objectives and motives.
- Acting with integrity and following up on commitments.

Community

As a Company, we will:

- Provide opportunities for quality employment across a diverse network of candidates.
- Be visibly active in the communities we serve.
- Provide financial support to organizations that enhance the quality of life for the customers, families and businesses of our service territory.
- Encourage and support volunteer activism within our workforce.
- Embrace a culture of teamwork and diversity.

As employees, we support this by:

- Teaming together to meet common goals and customer needs.
- Treating each other with dignity and respect. Avoid "us vs. them" mentality.
- Valuing and appreciating the diversity of our workforce and community.
- Acting as a company ambassador, demonstrating a caring attitude and personal pride through one's own words and actions.
- Volunteering within our communities and supporting worthy causes.

