

PEOPLES VIEW

Safety.
Customer Commitment.
Trust.
Community.

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

APRIL 2011

A MESSAGE FROM PEOPLES' CEO

The vision of Peoples Natural Gas is to help western Pennsylvania move forward by serving our customers well, creating jobs and supporting economic development in the region. Safety, Customer Commitment, Trust and Community are the values that we strive to achieve each and every day.

Over the past couple months, we have hired new customer service representatives and are engaging them in intensive training with upgraded technology systems to bring you improved service. These representatives will assist you from a call center right here in western Pennsylvania beginning this summer. New and improved services through the Peoples Natural Gas website will soon follow. Including these new employees, we expect the total hires in the region for our company to approach well over 200 new jobs since February 1st of last year.

As part of a \$100 million investment in our infrastructure, additional operations employees have been hired to maintain, modernize and improve our pipeline systems. And, Peoples Natural Gas will continue to support community organizations and events throughout our 16 county service territory that enhance the region where we all live and work.

We are committed to providing you with the safest and most reliable service we can. Watch our bill inserts for updates throughout the summer. Again, thank you for your continued support as we create *your* Peoples Natural Gas.

Morgan K. O'Brien
President and CEO
Peoples Natural Gas Company LLC



WHAT'S THAT SMELL?

Although the natural gas delivery system is extremely safe, it is not infallible. Leaks do occur on occasion, but they usually can be detected in one of 3 ways:

BY SMELL

- Because the gas is naturally odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

If you smell gas or see or hear any of the warning signs, do not attempt to locate the leak. Instead, leave your house immediately. Do not turn on or off any electrical switches, appliances or lights. An electrical charge could create a spark.

BY SIGHT

- Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

When you are in a safe place, call the Peoples Natural Gas emergency line immediately at 1-800-400-4271. Our emergency personnel are on duty to assist you 24 hours a day, seven days a week. Please remember to use this number only if you have an emergency.

BY SOUND

- Natural gas leaks may make a hissing or a high-pitched whistling noise.

METER READING NOTICE

Did you know that Peoples Natural Gas is moving to a new billing system? This system will allow us to provide you with improved customer service through our new service center located right here in Western Pennsylvania.

Normally, your meter is read every other month. However, to prepare for our new billing system, we are going to make an attempt to obtain an actual meter reading in both April and May of 2011. This means that Peoples Natural Gas meter readers will be coming to your home during this time. If you have an inside meter, we will need to have access to your home in order to read the meter. If we have a key for your home, we will use that key to obtain a reading both months.

The dates when we will attempt to read your meter are listed on the last bill you have received.

Having our meter readers read your meter in April and May will ensure that your actual usage is accurate before being converted into our new billing system. This is part of our effort to improve our overall customer service.

Thank you for your patience during this process. **Should you have any questions or concerns, please contact us at 1-800-764-0111.**

375 North Shore Drive, Suite 600
Pittsburgh, Pennsylvania 15212
1.800.764.0111
www.peoples-gas.com



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CUSTOMER ASSISTANCE PROGRAM

Having trouble paying your natural gas bill? If so, help is available to income-eligible customers.

Peoples Natural Gas Customer Assistance Program (CAP) is a special payment arrangement for people who meet income guidelines and are having trouble paying their bills.

If you have received a grant from the Low Income Home Energy Assistance Program (LIHEAP), you may be automatically eligible to participate in the CAP program. Peoples will enroll you in the program and send you information on what information you need to provide in order to stay on the CAP program.

CAP participants make affordable payments to maintain gas service by paying between 8 and 10 percent of their *total monthly before tax household income* each month.

Call 1-800-400-WARM (9276) for more information and to see if you qualify.



TAKE THE BITE OUT OF METER READING

Any dog may become protective at the sight of a stranger. Meter readers, customer service representatives and delivery people risk dog bites while performing their duties. Help prevent accidents by keeping your pets away when we read your meter.



You can locate your next meter reading date at the top of your bill. On the days we read your meter, please keep your dog inside your home or restrained in an area away from your gas meter.

KEEP METER FREE FROM OBSTRUCTION

Please remember that your natural gas meter must be accessible for our technicians to read. Keep a three-foot clearance in front of your meter, with grass and bushes trimmed in its vicinity.

ASK TO SEE IDENTIFICATION

Peoples Natural Gas service personnel will always carry a company identification card. Protect yourself from imposters. Ask to see an ID. Identification cards will have the service person's name, picture and the Peoples Natural Gas logo. Also, look for a vehicle with the Peoples Natural Gas logo.



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**.