

PEOPLES VIEW

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

AUGUST 2010

MAINTAINING YOUR NATURAL GAS LINES

Natural gas travels through miles of pipelines and regulating stations before finally entering your home, where it warms your family, cooks your food and heats your water.

But where does the Peoples gas line end and where do your gas lines begin?

Outside of your home, Peoples' main line feeds the gas to the customer service line, which carries the natural gas to the meter. The meter is attached to your house line, which connects to your natural gas appliances.

Please note that in MOST cases, our line maintenance ends around your property line. Repairs to the customer service line and the house line are the customer's responsibility.

If your service line needs to be replaced, make sure your contractor is aware of the proper installation procedures. After the work is completed, the contractor can call Peoples for the inspection and restoration of gas service. The contractor must sign and submit a "Service Installation Record." If the paperwork is missing or incomplete, we cannot restore your gas service.

NATURAL GAS NETWORK IS SAFE AND RELIABLE

The large natural gas pipeline network goes all across the United States and it is one of the safest modes of fuel transportation in the world today.

To keep the network safe, the natural gas industry invests millions of dollars each year on research and technology.

The Pipeline Safety Improvement Act of 2002 requires pipeline owners to conduct risk-analysis programs. These programs ensure pipelines are safe and comply with the United States Transportation Department regulations. The U.S. Office of Pipeline Safety requires operators to test the integrity of gas transmission lines regularly and to act to prevent leaks and ruptures, especially in populous areas.

Peoples complies with these requirements to help to assure the safe delivery of natural gas.

For more information, please visit our website, www.peoples-gas.com, and review the Pipeline Safety tab.

EMERGENCY SERVICE CONTACT INFO

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

1.800.400.4271

TWENTY-FOUR/SEVEN



KEEP YOUR FURNACE HEALTHY

An annual furnace check up helps to keep your heating unit in tip-top shape. Before the weather turns cool, have a qualified professional inspect your furnace and other gas appliances. An inspection helps to ensure reliable heat and can prevent potential carbon monoxide problems.

Your contractor should:

- Visually inspect the heat exchanger, motor and vents.
- Lubricate the blower motor.
- Check the flue.
- Test the thermostat.
- Check the pilot light unless your furnace features pilotless ignition.

Some tips to keep in mind:

- Replace your furnace filters at least three times during each heating season.
- Keep heat registers and cold air returns clean and clear of furniture and draperies to help the air to flow properly.

Visit www.energystar.gov to see if you are eligible for rebates for qualified home improvements and appliances. The tax credits are part of the Economic Stimulus Bill.



TIPS ON SELECTING A PLUMBER

The Better Business Bureau of Western PA is an excellent resource for tips on how to select a plumber or contractor.

Below is some general information.

- Check to see if the contractor or plumber is licensed with the state of Pennsylvania at www.attorneygeneral.gov or 1-888-520-6680.
- Ask the contractor if they belong to any trade organizations, such as the Plumbing-Heating-Cooling Contractors Association.
- Check with your local building inspector or town clerk to see if a building permit is required.
- Check with your local municipality to see what licensing requirements the contractor must have.
- Obtain two or three bids for the work that you are planning.
- Make sure the bids are all based on the same specifications.
- Do not automatically accept the lowest bid.
- Request proof of current insurance from the contractor that you select.
- Read and understand the entire contract-do not sign a blank contract or any with blank lines. Be sure to get a copy at the time you sign the contract.

Some questions to ask when looking for a plumbing contractor include:

- Do you offer 24-hour emergency service?
- Are all of your service technicians licensed plumbers?
- What is your average response time once a call for help is placed?
- Do you charge for travel time?
- What are your service rates? Are they flat rates or hourly rates?
- Are your trucks fully stocked, or do you charge for going to get parts?
- Do you charge overtime rates, and if so, when do they come into effect?

Source: Better Business Bureau of Western PA. For more advice you can trust from your local BBB on avoiding scams and fraud, visit their website: <http://pittsburgh.bbb.org/home-improvement-and-maintenance/>.

MESSAGE FROM MORGAN O'BRIEN

As part of our commitment to you, our customers, we will provide periodic updates on the state of the “new” Peoples Gas. Thank you for your patience with us during this transition period.

We are in the process of building new customer care, billing and pipeline monitoring systems and a new call center in Western Pennsylvania to better serve you. However, it will take some time to establish a customer service system to provide the best possible service. Our goal is to have the new call center up and running by early next summer.

Watch our bill inserts for frequent updates. Again, thank you for your patience as we create **your** Peoples Natural Gas Company.



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NATURAL GAS™**

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