

# PEOPLES VIEW

*Safety.  
Customer Commitment.  
Trust.  
Community.*

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

FEBRUARY 2011

## A MESSAGE FROM PEOPLES' CEO

In 2011, Peoples Natural Gas will continue to re-establish ourselves as a committed community partner and a leader in the natural gas industry. Our vision is to help Western Pennsylvania move forward by serving our customers well, creating jobs and supporting economic development in the region.

Our plans for a new customer service call center right here in Western Pennsylvania are well underway. We are in the process of building new billing and pipeline monitoring systems. We continue to create local jobs and are investing in infrastructure improvements.

We remain committed to providing you with safe, reliable service. 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*



## 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.

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.



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## THIRD PARTY NOTICE

Baby boomers are getting older and so are their parents. We are all living fuller, more mobile and healthier lives.



With the Third Party Notice, a friend, relative or agency can be notified if service is in danger of being terminated. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated a third party, or if you would like to designate someone to be a third party for you, please visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) and enter keywords: **third party notice**. You may also call us at 1-800-764-0111 to request a Third Party Notice enrollment form.

Fill out the enrollment form and mail it to the address listed on the form. Both parties must sign the form.

## ENERGY ASSISTANCE— CRISIS PROGRAM

The Pennsylvania Low-Income Home Energy Assistance Program (LIHEAP) opened Crisis Program centers on January 3, 2011 with a tentative closing date of March 31, 2011. These centers will assist eligible low-income households that are experiencing heating emergencies by providing an energy assistance grant. Heating emergencies include: no heat, lack of deliverable fuel, and need for heating system and fuel line repairs and replacements.

To qualify for a Crisis Program grant, the applicant must provide proof of their heating emergency, social security numbers for all members of the household and proof of before tax household income for the last 90 days – at the minimum. Household income cannot exceed the guidelines shown below.

Household Size	Max. Annual Income
<b>1 Person</b>	<b>\$ 17,328</b>
<b>2 People</b>	<b>\$ 23,312</b>
<b>3 People</b>	<b>\$ 29,296</b>
<b>4 People</b>	<b>\$ 35,280</b>
<b>5 People</b>	<b>\$ 41,264</b>
<b>6 People</b>	<b>\$ 47,248</b>

*For each additional person, add \$5,984.*

For more information, contact your local County Assistance Office or the LIHEAP hotline at 1-866-857-7095. You may also contact Peoples Natural Gas at 1-800-400-WARM (9276).



## 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**.