

PEOPLES VIEW

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

JUNE 2010

TO OUR CUSTOMERS...

For more than 125 years, Peoples Natural Gas Company has been providing the people of Western Pennsylvania with clean, safe and reliable natural gas. From the industrial age to the technology era, Peoples Gas 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 a secure supply of reliable energy to more than 350,000 homes and businesses.

We are in the midst of sweeping changes in the energy and gas industry, globally, nationally and maybe most importantly, locally. Our vision is to refocus Peoples Gas on being a leader in helping our region move forward by following the best path possible for our customers and our employees. We will have a firm, steadfast commitment to providing the safest and most reliable product at the lowest price possible. As we move forward, our customers' best interest will be our guiding light. We have renewed commitments to customer service at all levels of the company and a goal of significant improvements in overall customer satisfaction.

Our partnership with our owners, SteelRiver Partners, embraces the company's role as a committed, Western Pennsylvania-based public service provider and a long-time community partner while strengthening its ability to continue to invest in what is needed to meet the ever changing needs of its customers.

We remain committed to providing you with safe, reliable service. Thank you for your continued support.

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



 125 YEARS OF SAFE, RELIABLE SERVICE
PEOPLES NATURAL GAS™



CALL 811 BEFORE YOU DIG

There is a special toll-free number for the Pennsylvania **One Call** System. It is **811** and all customers should call this number before they dig or excavate in their yards.

The number **811** is part of a nationwide effort to streamline the call-before-you-dig system to avoid damaging underground utility lines. While 1.800.242.1776 still works, customers are encouraged to call **811** before they dig.

Damaged gas lines can interrupt service. Damage to electric lines can cause power outages. An **811** call alerts participating utilities of your work plans.

The utilities will come and mark the approximate location of their facilities.

State law requires that you call **811** at least three business days before digging.

While Peoples is a member of the **One Call** system, not every provider participates in the program. So, you may have to call those providers.

IF YOU SMELL GAS, CALL PEOPLES

Natural Gas is one of the most widely used and inexpensive energy sources available.

It comes to customers via a two-million-mile transmission and delivery system that serves some 60 million customers. The U.S. Energy Information Association calls natural gas the nation's best home-heating value.

Because natural gas is odorless and colorless, an organic compound called Mercaptan is added to give it a smell. Mercaptan contains sulfur compounds similar to those found naturally in rotten eggs. If the compound were not added, it would be hard to recognize a natural gas leak. So the smell is actually a safety feature.

If you smell gas, call us immediately. If there's a strong smell in your home, do not attempt to locate the leak. Instead, leave your house immediately.

As you leave, do not turn on or off any electrical switches, appliances or lights. An electrical charge could create a spark.

When you are in a safe location, call us. Be sure to give us the phone number at that location. We must be able to reach you.

Our emergency personnel are on duty to assist you 24 hours a day, seven days a week. **So if you smell a natural gas odor, call us at 1.800.400.4271.**

Please remember to use this number **ONLY** if you have an emergency.

We must be able to access the premises or the gas will be turned off for safety reasons.



LOOK OUT FOR LOVED ONES

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

For retirees on the go as well as for caregivers, our Third Party Notice provides a way to manage your account.

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'd 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: www.peoples-gas.com and enter keywords: third party notice or call us at 1.800.764.0111 to request a form.

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

REBATES AVAILABLE

Rebates are now available to help Pennsylvanians conserve. The Pennsylvania Home Heating Equipment Rebate Program offers rebates up to \$500 for residential hot water heaters, furnaces and boilers fueled by home heating oil or natural gas. The \$11 million program is funded by the American Recovery and Reinvestment Act.

To reserve a rebate online: www.paheatingrebates.com. Once a reservation is made, you have 30 days to submit the necessary documents. Checks will be mailed directly to the customer.



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NATURAL GAS™

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