

ENERGY CHOICE

Peoples Natural Gas is proud to be your Natural Gas Distribution Company (NGDC). As an NGDC, we provide two separate services – we deliver gas to all of our customers, which we call Delivery Service, and we purchase natural gas for some of our customers, which we call Supply Service. For those that we provide both services, the cost of natural gas that we purchase is about half of your total gas bill. Delivery and service charges make up the other half.

The **Energy Choice Program** provides you with the opportunity to select a natural gas supplier for your Supply Service that best meets your energy needs. Customers have had the right to choose their natural gas supplier for more than 10 years. If you don't choose a natural gas supplier, you will continue to receive your natural gas supply from Peoples Natural Gas at rates regulated by the Pennsylvania Public Utility Commission.

Through **Energy Choice**, our customers are able to purchase natural gas from a company other than Peoples Natural Gas. Whether you choose a different Natural Gas Supplier (NGS) or not, Peoples Natural Gas will remain your NGDC and will continue to deliver natural gas to your home or business.

Energy Choice allows you the freedom of choice for your Supply Service. And, Peoples Natural Gas encourages you to compare. No matter what supplier you choose, you will continue to be a Delivery Service Customer of Peoples Natural Gas. Peoples Natural Gas will continue to provide you with safe and efficient delivery of your natural gas, high quality customer service and response to natural gas emergencies.

This issue of Peoples View will provide you with additional information on how to shop for, compare and sign up with Natural Gas Suppliers. Additional information on **Energy Choice** can be found on Peoples Natural Gas' website, peoples-gas.com.



BE SAFE, MAKE THE CALL.

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 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.

By Sight

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

By Sound

Natural gas leaks may make a hissing or a high-pitched whistling noise. Noises will vary based on the line pressure.

If you smell gas or see or hear any of the warning signs, please leave the area immediately and call our 24-hour, emergency number at **1-800-400-4271**. Please remember to use this number **only** in an emergency.

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**.

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HOW TO SHOP FOR A NATURAL GAS SUPPLIER

You should select a Natural Gas Supplier (NGS) based on your individual Supply Service needs. There are approved suppliers for you to choose from. Peoples Natural Gas cannot recommend a supplier, but we can offer tips and questions you can follow to find the supplier that best meets your needs.

It is important to make an informed decision. Here are some questions to ask a supplier:

Are you a natural gas supplier licensed by the PUC?

Will I be charged to switch suppliers?

What are your prices and payment options? Is the natural gas price fixed or will it vary throughout the year?

What is the length of the agreement?

You can find additional questions and a full list of approved suppliers in the **Energy Choice** section at **peoples-gas.com**.



HOW TO COMPARE NATURAL GAS SUPPLIERS

It is important to compare apples to apples when comparing costs across Natural Gas Suppliers.

The Price-to-Compare represents the cost of the gas commodity that you pay when you buy gas supplies from Peoples Natural Gas. If the price offered by an NGS is less than the Price-to-Compare, you may be able to save money on your gas bills. A Price-to-Compare worksheet is available at **peoples-gas.com** to help you compare.



HOW TO SIGN UP WITH A NEW NATURAL GAS SUPPLIER

Once you have shopped and compared Natural Gas Suppliers (NGS), and if you have decided to purchase your Supply Service from an NGS, contact your NGS. They will walk you through the sign-up process.

After you select and sign up with a new NGS, Peoples Natural Gas will send you a letter confirming your gas supplier. This letter will provide you with 10 days to respond if you have changed your mind.

What happens if I **don't** choose a Natural Gas Supplier?

If you don't choose a natural gas supplier, you will continue to receive your natural gas supply from Peoples Natural Gas at rates regulated by the Pennsylvania Public Utility Commission.

