

# PEOPLES VIEW

*Safety.  
Customer Commitment.  
Trust.  
Community.*

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

DECEMBER 2011

## DON'T LET WATER PIPES FREEZE

Frozen water pipes can cause hundreds if not thousands of dollars' worth of damage resulting from burst plumbing to damaged walls, ceilings and floors.

Before colder temperatures take hold, take time to make sure your water pipes do not freeze this winter.

Locate pipes that are most susceptible to freezing – those near outer walls, in crawl spaces or attics.



Wrap them with pipe insulation or layers of newspaper with plastic to keep out moisture.

If you plan to be away from home for an extended period, please remember to have someone check regularly to make sure your heat is still on so your pipes do not freeze.

If you own a vacant property, check frequently to be sure the house is heated or consider winterizing the house by having the water turned off and the pipes drained.

## HYPOTHERMIA: RISKY, EVEN INDOORS

Room temperatures as high as the 60s may not be enough to protect some vulnerable people from getting hypothermia – a serious and potentially life-threatening condition that occurs when body temperatures drop below 95 degrees.

Especially at risk are the elderly and those with heart disease, respiratory ailments, circulatory problems, neurological problems, hypothyroidism, depression, diabetes and mental illness.

Low body temperatures affect the brain, leaving a person unable to think clearly or move easily. Hypothermia symptoms may include confusion, memory loss, drowsiness, exhaustion, slurred speech, and fumbling hands as well as shivering, cold pale skin, a slow pulse, and shallow breathing.

It is important that family, friends and neighbors watch for those warning signs, especially in those who live alone.

You can prevent hypothermia by setting the thermostat at a comfortable level, eating well to provide the body with fuel and dressing properly for the temperatures.



## ENERGY CHOICE



Did you know Energy Choice is available to Pennsylvania utility consumers?

You do not have to purchase your natural gas from Peoples Natural Gas. The Energy Choice Program provides you with a list of natural gas suppliers you can choose from.

Visit the energy choice section of [peoples-gas.com](http://peoples-gas.com) for the full list of suppliers and additional details on the Energy Choice program.

## 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**

In an emergency, call  
**1-800-400-4271**

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



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## USE NATURAL GAS LOGS SAFELY

As winter takes hold, many of us turn to gas fireplaces to supplement home heating.

Knowing the three basic types of gas fireplaces – vented, vent-free and direct vent – can help keep you safe.



Vented gas logs must be installed in a wood-burning fireplace. Use them with the damper fully open.

A partially closed or closed damper could cause carbon monoxide or soot buildup.

Carbon monoxide is an odorless, colorless gas that can be fatal. Black soot above the firebox opening is a sign of poor venting.

Vent-free units should be installed only in spaces designed specifically for them. Remember that all natural gas appliances need air for proper combustion.

Direct-vent fireplaces do not open to the room; they have a glass front. They are usually on an outside wall and are vented to the outside. They are designed for small rooms.

## CUSTOMER ASSISTANCE PROGRAM (CAP)

With temperatures dropping, you may find you need help paying your winter gas bill. Peoples Natural Gas Customer Assistance Program (CAP) is a special payment arrangement for people who meet income guidelines and are having trouble paying their bill.

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.

## PEOPLES PRESIDENT RECEIVES PERSON OF VISION AWARD

Morgan O'Brien, President and CEO of Peoples Natural Gas, was honored October 13, 2011 at the Person of Vision dinner held by the Blind and Vision Rehabilitation Services of Pittsburgh. The event commemorates 100 years of serving people with vision loss through rehabilitation, independence training, employment, and other programs and services.

The 2011 theme, "Visions for Our Community," honored O'Brien's leadership as the head of a leading utility company and his dedication to the many civic and charitable causes for which he gives his time and resources. At the dinner, O'Brien was presented with BVRS' *Monsignor Paul M. Lackner Person of Vision Award*.

To learn more about Blind and Vision Rehabilitation Services of Pittsburgh and how they support the visually impaired visit them online at [www.pghvis.org](http://www.pghvis.org).

## HOLIDAY MESSAGE

On behalf of all of the employees at Peoples Natural Gas, I would like to extend best wishes to you and your family for a safe and happy holiday season. As we enter the New Year, we will continue to be dedicated to the economic development of this region by putting more of our neighbors to work and supporting important community causes that will help our neediest of neighbors.

While we are just beginning our journey forward, we've already added 250 new family-sustaining jobs to our region while embarking on new partnerships with key community organizations and sponsoring important community initiatives. I would also like to express my appreciation for your patience this past year as we relocated our Customer Service Center back to Western Pennsylvania and began a multi-year plan to modernize our pipeline infrastructure. These initiatives have been undertaken so that we can continue to provide all of our customers with safe, reliable, and affordable natural gas service. And today, know that your bill is the lowest of any gas utility customers in Western Pennsylvania.

Thank you for your support as Peoples Natural Gas continues to make improvements in 2012. Happy Holidays!



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