

A MESSAGE FROM THE PRESIDENT OF PEOPLES NATURAL GAS

With its cold and often stormy weather, winter presents many safety challenges both indoors and out. As the number one core value of Peoples Natural Gas, the safety of our customers and our employees is our priority and that commitment extends beyond our pipelines and offices right to your home.

We are committed to constantly improving the safety of our system while keeping your gas bills low. Our replacement of all cast iron pipes from our system has just begun and will significantly improve the safety and reliability of our services. While we continue adding hundreds of new jobs in the region to provide you with the best service possible, please know that your natural gas bill from Peoples is, and has been for quite a while, one of the lowest utility bills, including electric, in Pennsylvania.

This edition of Peoples View contains safety and conservation tips from furnace care to the dangers of ice around your house. Feel free to call our new local call center with any questions or concerns you have about your natural gas service. Our local employees are well trained and are committed to helping you, their neighbor, with whatever challenges you may have.

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

PROTECT YOURSELF FROM ICE DANGERS

In Western Pennsylvania where winters are actually white, the heating season is a bit of a mixed blessing. When the weather turns frosty, cherished sounds like the crackle of a fire are highly anticipated. But under that winter white blanket could be dangerous ice.

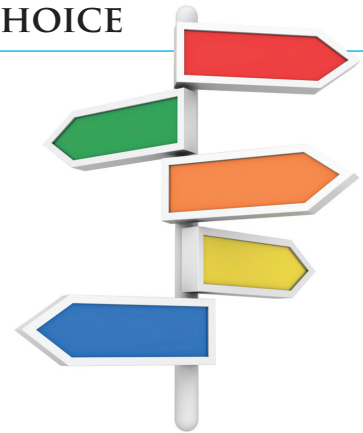
To keep you, your family, and our service workers safe be alert for these often overlooked ice dangers:

Icicles: Although pretty to look at icicles can pose safety and structural dangers. Icicles can fall on an unsuspecting passerby or weigh an object down to its breaking point. Carefully remove any icicles that hang over walkways or near your gas meter.

Ice Dams: Uneven roof temperatures caused from an un-insulated attic causes snow to melt and re-freeze causing ice buildup in gutters. Gutters may start to sag or break away from the house under the weight. Specialty heat tapes can prevent this.

Slippery Spots: According to the National Safety Council, slips and falls are the number one reason for emergency room visits. Ice can easily form on driveways, sidewalks and porch steps making them hazardous. Salt these spots before they freeze or as soon as ice is found.

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 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

(Continued from previous page)

PEOPLES VIEW / JANUARY 2012

FIVE WAYS TO SAVE THIS WINTER



Lower your thermostat to 68 degrees. During cold weather keep your home at a comfortable setting (68°). Lower the setting at night and when you're away.



Seal air leaks. Seal holes from pipes and wires that enter/exit the living space. Drafty windows, doors, and attic entryways should be weather stripped and/or insulated.



Don't heat with a fireplace. A roaring blaze can actually waste energy by drawing heated air up the chimney. If you do use the fireplace, turn the thermostat down. For natural gas fireplaces, turn off the pilot light when not in use.



Clean radiators, ductwork and vents. Dirt and dust can make your system less efficient. Also move furniture and drapes that may be blocking vents reducing air flow.



Close off unused space. There's no sense spending energy dollars to heat these areas.

FURNACE SAFETY



A furnace that is not running at peak performance can be deadly. Carbon monoxide (CO) is a deadly, colorless, odorless, poisonous gas produced by the incomplete burning of natural gas. With a clean furnace, natural gas is burned efficiently and carbon monoxide is carried away from the home through the furnaces venting. A dirty furnace causes insufficient burning and can cause CO to build up. You can keep your furnace running efficiently by following these tips:

Replace or clean your furnace filter quarterly.

Have your furnace cleaned and checked yearly by a professional. Especially if the furnace is old.

Keep the area around your furnace clean and unobstructed.

Do not store combustible materials such as paint thinners or gasoline near your furnace.

Do not close off more than 20% of the registers in your house. This can cause heat buildup in the furnace.

ASK TO SEE IDENTIFICATION

If you have any doubts whether someone who claims to be a Peoples Natural Gas employee actually works for the company, please ask to see a photo-identification card.

All Peoples Natural Gas service personnel 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.

If you still aren't convinced the person is a Peoples Natural Gas employee, contact Customer Service at **1-800-764-0111**.

