

CEO MESSAGE

Western Pennsylvania is home to more than 360,000 Peoples Natural Gas customers and our nearly 700 employees. We are committed to providing you with the safest and most reliable natural gas service with the highest level of customer service in everything we do.

Peoples has made progress in returning operations back to Western Pennsylvania. We've created 200 new jobs in this region, are investing \$100 million in modernizing our infrastructure and technology and are supporting many local non-profit organizations that are improving the quality of life in our communities. And, we have begun partnering with regional leaders on economic development initiatives that will bring more jobs for the people who live here.

While many companies are sending their customer services overseas, I am proud to announce that the new Peoples Natural Gas Customer Service Center was launched this summer. Our new Customer Service Center is located right here in Western Pennsylvania. This means that local customer service representatives, all of whom are your neighbors, will be answering your calls. You may have also noticed that you are now sending your payments and written correspondence to local addresses too. We firmly believe that in order for us to serve you the best we can, our employees need to feel that helping their neighbors is an important part of what they do - after all, it's how we were raised here in Western Pennsylvania - and at the same time they feel proud of the company they are part of.

Peoples Natural Gas is once more Western Pennsylvania based and run. Our dedicated local employees are proud to serve you and are here to help you whenever you need one of them.

Morgan K. O'Brien
President and CEO



KEEP YOUR FURNACE HEALTHY

Keep your furnace performing at its best with an annual furnace check up.

Schedule to have your furnace and other gas appliances inspected by a qualified professional before cold temperatures arrive.

An inspection helps ensure reliable heat and can prevent potential carbon monoxide problems.

Your contractor should:

- Test the thermostat.
- Visually inspect the heat exchanger, motor and vents.
- Lubricate the blower motor
- Check the flue.
- Check the pilot light, unless your furnace features pilotless ignition.

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold-air returns clean and clear of furniture and draperies to help the air flow properly. ●

NATURAL GAS NETWORK IS SAFE AND RELIABLE

The large natural gas pipeline network goes all across the United States, and it is one of the safest modes of fuel transportation in the world today.

To keep the network safe, the natural gas industry invests millions of dollars each year on research and technology. The Pipeline Safety Improvement Act of 2002 requires pipeline owners to conduct risk-analysis programs. These programs comply with the United States Transportation Department regulations. The U.S. Office of Pipeline Safety requires operators to test the integrity of gas transmission lines regularly and to act to prevent leaks and ruptures, especially in populous areas.

Peoples Natural Gas complies with these requirements to help to assure the safe delivery of natural gas.

For more information, please visit our website, www.peoples-gas.com, and review the Pipeline Safety tab. ●

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. ●

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PEOPLES VIEW / SEPTEMBER 2011

WHAT'S MY SERVICE LINE RESPONSIBILITY?

Natural gas appliances are used by many to heat homes and cook food. Natural gas travels through miles of pipeline and regulating stations to reach your home.

Outside your home, Peoples Natural Gas' main line feeds the gas to the customer service line, which carries the fuel to the meter.

The gas meter is attached to your house line. Your house line connects to your natural gas appliances.

In most cases, Peoples Natural Gas' maintenance ends around your property line. Repairs to the customer service line and house line are the customer's responsibility.

If your service line needs to be replaced, make sure the worker is aware of the proper installation procedures. Afterward, the contractor can call Peoples Natural Gas for the inspection and restoration of gas service.

After the work is complete, the contractor must sign and submit a "Service Installation Record." If the paperwork is missing or incomplete, we cannot restore your gas service. ●



CALL 811 BEFORE YOU DIG – IT'S FREE AND IT'S THE LAW

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.

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. ●

HOW TO READ YOUR METER

When you read your meter, read from left to right.

If a pointer is between numbers, record the smaller one (even if the pointer is touching the higher number). If it's between 9 and 0, use 9.

You can submit a reading by calling 1-800-764-0111 within 48 hours before the next billing date on your bill. ●



YOU HAVE RIGHTS AND RESPONSIBILITIES AS A UTILITY CONSUMER

The Pennsylvania Public Utility Commission has created a booklet that outlines your rights and responsibilities as a residential utility customer. The booklet provides information on utilities' billing, credit, dispute and shut off practices. View a copy of the "Your Rights and Responsibilities as a Pennsylvania Utility Consumer" booklet under the Services section of peoples-gas.com. ●