

PEOPLES VIEW



SEPTEMBER 2015

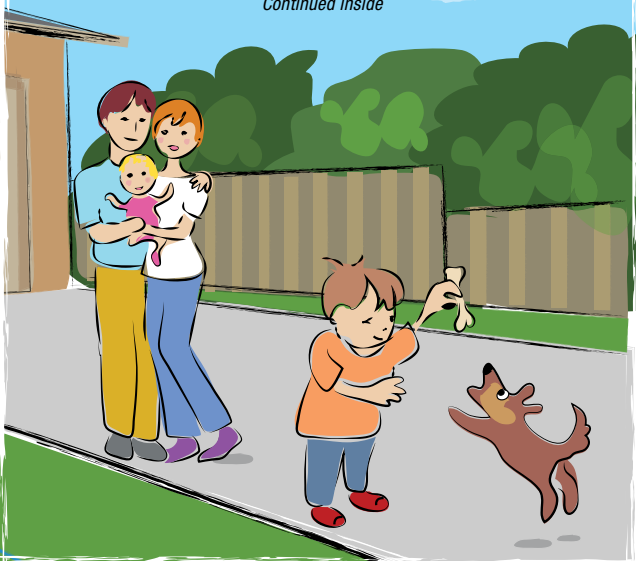
News you can use from your
energy partners at Peoples.

Meet *the* Sullivans

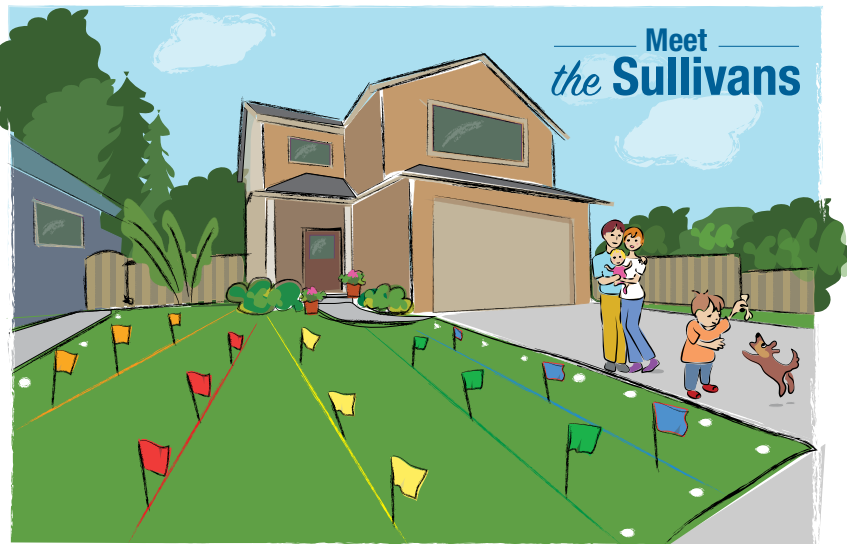
**Their moving adventure is complete and
they've settled into a new home.**

Now, their two young kids are craving sunshine
and eager to explore outside with their new dog,
Shadow. And this fits in perfectly with the family's
first home-improvement project: building a fence
in the front yard for security and privacy.

Continued inside



PEOPLES-GAS.COM



Meet the Sullivans

But before a shovel hits the ground, the Sullivans know one simple call to 811 will get their underground utility lines marked for free to help keep everyone safe. Within three days, the colorful flag markings will let them know what's below.

So, remember to Call 811 before every digging job, from planting a tree to installing a deck or fence. The affected utility companies will send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below and be able to dig safely.

Stay safe like the Sullivans.

Safe Living. Safe Digging.



Phone/Cable
 Electric
 Gas
 Sewer
 Water
 Proposed Excavation

What's My Service Line Responsibility



Natural gas travels through miles of pipeline and regulating stations to reach your home.

Outside your home, gas is delivered from Peoples' main line, which is usually in or next to the street, through a company service line to a point at or near your property line. Here, the company's service line connects with the customer service line, which carries the gas to the gas meter.

After being measured by the gas meter, the gas flows into your house line which carries the gas to your natural gas appliances.

In most cases, Peoples maintenance responsibility ends around your property line at the point where the company service line connects with the customer service line. Repairs to the customer service line, house line, and gas appliances are the customer's responsibility.

If your customer service line needs to be repaired or replaced, make sure the work is performed by a qualified installer. After the work is complete, the installer must call Peoples for a leak test.

The installer must also sign and submit a "Service Installation Record." If the paperwork is missing or incomplete, we cannot restore your gas service. A free Installers Guide can be downloaded at www.peoples-gas.com. Click on Pipeline Safety, and then Information for Plumbers and Contractors, to find the latest guide.

Natural Gas Pipelines Are Safe

The natural gas pipeline network spans the United States and is one of the safest modes of fuel transportation today. The industry invests millions of dollars each year on research and technology to improve the system.

To keep the network safe, the natural gas pipeline industry complies with a broad regulatory program directed by the United States Department of Transportation's Pipeline and Hazardous Materials Safety Administration division. These regulations provide safety standards for the design, construction, maintenance, and testing of natural gas pipeline systems.

Pipeline Integrity Management Programs for transportation and distribution pipelines require operators to continually monitor pipeline integrity and perform risk analysis, especially in highly populated areas. Peoples utilizes preventive measures to reduce the risk of pipeline leaks or failures and to ensure the safe delivery of natural gas to homes and businesses in our service area.

For more information, please visit our website, www.peoples-gas.com, and select the Pipeline Safety tab to access the Pipeline Integrity section. Or call 866-863-6266.

WINTER BILLS TOO HIGH?



Our Budget Payment Plan lets you take control of your expenses and avoid the surprise of seasonally high bills.

The budget plan is your yearly consumption averaged over a twelve month period. This allows you to pay a more consistent amount throughout the year. Your account must be paid in full to enroll. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates.

Joining the budget plan is easy. Just call us at **1-800-764-0111** to discuss payment options.

The budget amount may not be the same each month. The budget is reviewed quarterly and may change throughout the year. You may cancel your budget plan at any time.

Safety First for Gas Appliances

We are proud that you have chosen to heat your home or water with natural gas, a clean, abundant and efficient natural resource. With any gas appliance, there are certain safety precautions that should be taken:

- **Do not store flammable products such as gasoline, solvents or adhesives in the same room or area near a water heater and always keep combustible material at a safe distance away from gas fired equipment:** Make sure that your gas fired appliances have plenty of air to allow for proper operation.



- **Monitor your water heater temperature:** Hot water can scald! Our technicians are trained to return your hot water setting to the temperature at which it was set before they checked or re-lit the appliance. However, it is always wise for you to re-check this setting after the heater has been serviced. Lowering your temperature setting can prevent scalding accidents and lower your energy costs. Water temperatures above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a lower thermostat setting to prevent contact with "HOT" water. Please refer to your water heater manufacturer's recommendation for safe water heater temperature settings.
- **Check outdoor appliance exhausts year-round:** Some furnaces are vented with PVC pipe to the outdoors. If the vent becomes blocked, an emergency switch should stop the furnace from running. However, it is wise to periodically check the vent opening. This is particularly important in cold weather, as snow or ice can build up and block the opening. Recently, invasive brown marmorated "stink bugs" have been cited as the cause for some furnace vent problems as they enter through the PVC piping looking for warmth or a place to hibernate. Never try to put any covering (such as mesh or netting) over the openings in an attempt to block insects; any restrictions may affect proper operation. Following the manufacturer's recommendations and regular inspections by a qualified appliance professional are recommended and will help assure safe operation.



Peoples
1-800-764-0111
www.peoples-gas.com

PEOPLES VIEW

SEPTEMBER 2015

Universal Services Programs

Peoples offers these programs for customers on limited or fixed incomes or who may have special needs. Contact us at **1-800-400-WARM (9276)** for details, eligibility requirements, and enrollment information.

► **Customer Assistance Program (CAP)**

CAP is a special payment arrangement for people who meet income guidelines and are having trouble paying their bills. Participants make affordable payments to maintain gas service by paying between 8 and 10 percent of total monthly before-tax household income each month. If you have received a grant from the Low Income Home Energy Assistance Program (LIHEAP), you may be automatically eligible to participate in CAP.

► **Low Income Usage Reduction Program (LIURP)**

Under this program, a team of “energy auditors” visits the home and thoroughly inspects it from the basement to the attic to find where heat is escaping and where cold air is entering the home. Measures that provide the greatest energy savings will be installed and may include: heating system improvements, attic and wall insulation, and caulking and weather-stripping.

► **Customer Assistance Referral and Evaluation Services (CARES)**

The CARES program helps payment-troubled customers who are facing other problems as well. Customer Relations Specialists review a customer’s situation and provide referral information to the customer, and to the customer’s family, about agencies that may be able to help, such as fuel assistance programs and social service agencies.

* Check our website under Your Bill/Energy Assistance Programs for other help available in your area.

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, leave the area immediately and then call us at **1-800-400-4271**.

Please use this number only in an emergency.

1-800-400-4271

Ask to See ID

Remember to always ask to see ID when a Peoples service employee visits your home.



In order to give you peace of mind, Peoples requires all of its customer service employees to wear photo identification. If you don’t see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. Please contact customer service at **1-800-764-0111** with any questions or concerns.

YOU HAVE A CHOICE!

Did you know that Energy Choice is available to Pennsylvania utility customers? You do not have to purchase your natural gas from Peoples. The Energy Choice Program provides you with a list of natural gas suppliers you can choose from. Visit the Energy Choice section at peoples-gas.com for lists of suppliers and additional details about the program. Be sure to click on “For Peoples Natural Gas Customers” or “For Formerly Equitable Customers” as applicable.

