



PEOPLES™

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## Customer High Bill Checklist

Below you'll find a list of some common factors that can contribute to a high natural gas bill. If you would like to discuss your bill in more detail, please call our Customer Service Center at 1-800-764-0111 Monday-Friday, from 8:00am-5:00pm.

1. **Gas Appliances.** Whether your gas appliances are not running efficiently because they are old or because they were not installed properly, you should have a professional check your gas appliances to make sure there are no issues.

2. **Heating Season.** If your thermostat is not calibrated correctly, or if it is located on the outside wall, it may be causing a problem. You should also check to make sure your furnace filters have been replaced recently. And if you are closing off unused rooms, make sure the cold air returns are covered to stop cool air circulation.

3. **Construction / Remodeling.** If you recently did any construction or remodeling in your home, including painting, were any windows or doors left open for ventilation? Also, if a property does not have insulated or storm windows, they can be a cause of heat loss. If you have not weatherized your home, you should consider doing so. That way, your home will retain more heat.

4. **Property Status.** If you recently moved in, were any doors left open while you were moving in? If the furnace was running, it may have been doing extra work to keep your home at the same temperature. If you live in an apartment building and have a vacant apartment either above you, below you, or next door, that can also cause problems with regulating temperature.

5. **Meter Readings.** If your past several bills have been estimates, there might be a discrepancy between the estimated use and the actual use, which could be reflected the next time your meter is read. Also, be sure to follow the instructions when you're submitting a customer reading on your gas meter, because a misreading could cause a high bill.