



Call 811 before you dig

It's a Free Call and It's the Law! • www.call811.com



It's Construction Season!

Peoples is upgrading its pipeline infrastructure to create a safer, more reliable natural gas distribution system. You can visit peoples-gas.com/futurework to see if we will be in your neighborhood.



Peoples Emergency Service: 1-800-400-4271

Peoples works around the clock to provide you with safe, reliable, and affordable natural gas. If you think you smell gas, suspect a leak, or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.



Ask to See ID

Always ask for ID when a Peoples Customer Service employee visits your home. All Peoples employees drive Peoples-marked vehicles and carry a photo ID with their name and the Peoples logo on it. Please contact **Customer Service at 1-800-764-0111** with any questions or concerns.



An Essential Utilities Company

1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

Connect with us



PEOPLESVIEW

Your Gas. Your Choice.

MAY 2026



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peoples-gas.com

PNG — 0526



Your Gas. Your Choice.

Pennsylvania's Energy Choice program allows you to choose the company that purchases natural gas on your behalf.

How Energy Choice Works

Peoples delivers your natural gas and provides safety, service and emergency response. A natural gas supplier determines the gas price, which can be evaluated against Peoples' standard rate.

What to Look for When Shopping

- Check the supplier's price against Peoples' **Price to Compare**, the commodity rate you would pay if using Peoples to supply your gas
- Fixed or variable pricing
- Contract terms, including introductory rates, promotional offers and cancellation fees

Peoples is legally obligated to provide the most reliable supply of gas at the lowest possible cost. Supplier choice can offer discounts, alternative forms of energy, and other advantages. Be sure to closely monitor your bills to ensure your rates don't change unexpectedly.

Learn more at peoples-gas.com/shopforgas or visit pagasswitch.com for a listing of state-approved suppliers.

Trust Your Senses

Natural gas leaks are rare, but they can happen.
Trust your senses!



SIGHT

Discolored soil or dead vegetation near a pipeline may indicate a leak.



SOUND

Natural gas leaks may make a hissing or high pitch whistling noise.



SMELL

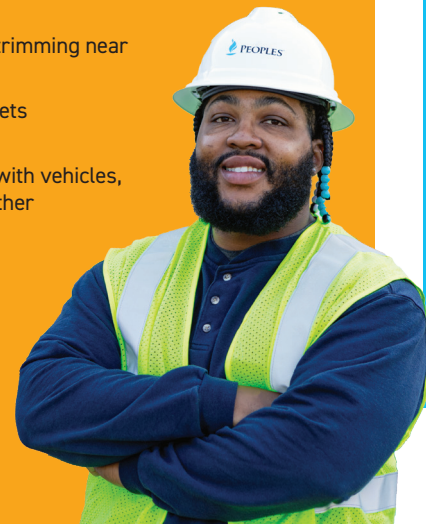
Natural gas is odorless. We add a sulfur-based odorant to give it a rotten egg smell.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-400-4271.

Natural Gas Meter Safety

Keep your natural gas meter accessible for safety and emergencies by following these guidelines:

- **Maintain** a three-foot clearance from the meter. Your gas meter needs to always be visible and accessible.
- **Keep** trees, shrubs, and plants far enough away from your meter to prevent future interference. Obstructed gas meters may result in estimated bills.
- **Use** caution when mowing or trimming near the gas meter.
- **Do not** drape hoses on or tie pets to the gas meter.
- **Avoid** blocking the gas meter with vehicles, house or pool decks, and/or other equipment.
- **Never** attempt to service the gas meter yourself.
- **Always** call 811 before digging to have underground utilities marked.



WHAT IS A CROSS BORE?

A cross bore occurs when a new underground utility unintentionally intersects an existing one, potentially compromising both.

Why It Matters:

In rare cases, a gas line may cross through a sewer pipe. If a plumber unknowingly cuts a gas line while clearing a blockage, natural gas could enter the sewer system—creating a serious hazard.

How It Happens:

Utilities often install new lines using trenchless methods to avoid surface damage. However, this method can accidentally penetrate existing sewer or drain lines.

Sewer Cleaning Risks:

Rooter equipment can damage buried utilities or be misdirected if a sewer wall collapses. To stay safe, plumbers should always assume a blockage could involve a cross bore.

For questions or concerns, contact Peoples at 1-800-400-4271 or damageprevention@peoples-gas.com. Learn more at peoples-gas.com/crossbores.