

Share the Gift of Warmth with Someone You Love

In just a few easy online steps, you can make a payment toward your loved one's gas bill. Delight a family member, friend or neighbor with the Gift of Warmth for this Holiday Season!



[Peoples-Gas.com/Gift](https://www.peoples-gas.com/Gift)

Landlord Automatic Transfer Program

Landlords — Did you know you can protect your rental property from gas shut-offs when tenants move out?



Download the form at [peoples-gas.com/landlord](https://www.peoples-gas.com/landlord). When you enroll in this program, Peoples will automatically transfer the natural gas account into your name when a tenant requests a gas shutoff at the rental property, and the service will remain in your name until a new tenant requests service. A nominal fee may apply to the transfer. Call us for more information.



EMERGENCY SERVICE 1-800-400-4271

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.

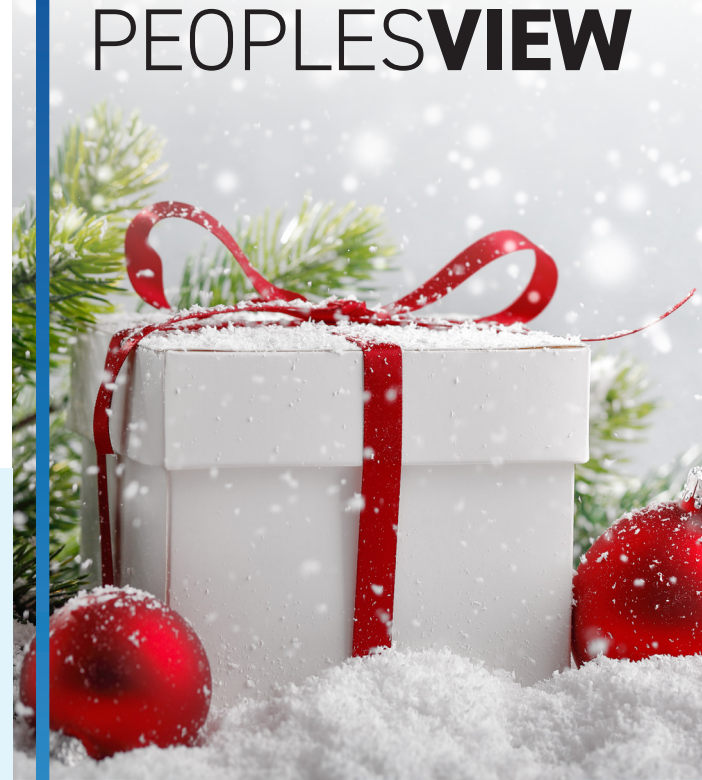


Ask to See ID

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.



PEOPLESVIEW

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DECEMBER 2024



1-800-764-0111 • [peoples-gas.com](https://www.peoples-gas.com)

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

   @PeoplesNatGas

Furnace Safety Tip

Have your gas furnace inspected by a qualified professional before cold temperatures arrive.

For more tips, visit [peoples-gas.com/furnace](https://www.peoples-gas.com/furnace)



www.peoples-gas.com

LIHEAP & CAP

The **Low Income Home Energy Assistance Program (LIHEAP)** provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill.

Peoples Customer Assistance Program (CAP) is an affordable monthly payment plan, based on income, for customers who meet income guidelines. Participants make reasonable payments to maintain gas service and can earn credits to reduce their balance each month.

2024 - 2025 INCOME GUIDELINES

150% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,883	\$22,590
2	\$2,555	\$30,660
3	\$3,228	\$38,730
4	\$3,900	\$46,800
5	\$4,573	\$54,870
6	\$5,245	\$62,940
7	\$5,918	\$71,010
8	\$6,590	\$79,080
For each additional person add	\$672	\$8,070

*All members of household regardless of age



Dollar Energy Fund (DEF) provides grants to people with limited incomes who make a good faith payment toward their bills.

2024 - 2025 INCOME GUIDELINES

200% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,510	\$30,120
2	\$3,407	\$40,880
3	\$4,303	\$51,640
4	\$5,200	\$62,400
5	\$6,097	\$73,160
6	\$6,993	\$83,920
7	\$7,890	\$94,680
8	\$8,787	\$105,440
For each additional person add	\$897	\$10,760

*All members of household regardless of age

Winter Tips

Don't Let Water Pipes Freeze

Locate pipes that are most prone to freezing - those near outer walls, in crawl spaces or in attics. Both copper and plastic water pipes can burst. If pipes are close to an exposed outside wall, open the cabinet door to let room heat in. Wrap pipes with pipe insulation or layers of newspaper with plastic to keep out moisture.

It only takes a day or two of sub-freezing temperatures to cause damage. If you plan to be away from home for a period of time, consider "winterizing" your pipes (turning off the main water valve and opening all faucets to drain the system), even if you have someone looking in on your home while you're gone. Be aware that leaks sometimes don't show up until a pipe thaws, which can cause extensive damage to walls.

If you own a rental property (vacant or occupied), check frequently to be sure the building is adequately heated or, in the case of a vacant property, consider winterizing the building using the tips above.

If your water pipes do freeze, call a professional to thaw them. NEVER use a torch.

Keep Meters Clear

Never tie (tether) pets to gas meters or use gas meters to hang garden hoses or other tools.

Keeping a clear path to your gas meter not only helps Peoples employees trying to perform routine maintenance but also allows emergency responders quick access should the need arise.

Remove snow and ice from your natural gas meter with a broom or brush, but never kick or try to chip ice with a hard object.

Look up! Ice can break off of gutters and overhangs and damage a meter if struck, or ice can melt during the day and splash up into regulator vents then freeze again at night, which may lead to improper pressures.

Keep ignition sources at least 3 feet away from your gas meter and from appliance vents or intakes. Appliance flue products contain moisture, which could freeze in cold weather and also cause corrosion.

Never hang a light bulb near a meter for heat.

Gas meters with regulators require open air around them, **so never box in or wrap your meter with blankets.**

New Weather Normalization Adjustment

In September 2024, the Pennsylvania Public Utility Commission approved Peoples' use of a Weather Normalization Adjustment (WNA) mechanism. WNA is a method to adjust a customer's bill due to variations from expected temperatures.



To learn more about the WNA, visit www.peoples-gas.com/rates/WNA

Budget Now for Winter Bills

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

The budget plan is your yearly gas usage averaged over a twelve-month period. This allows you to pay a more consistent amount throughout the year. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Peoples will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

Joining Budget Billing is easy! Sign up online at peopleseaccount.com or call us at 1-800-764-0111.