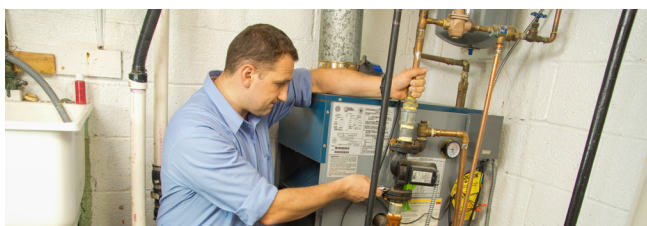


Landlord Automatic Transfer Program

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. 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.



Keep Your Furnace Safe

With colder weather coming our way, Peoples encourages you to have a qualified professional inspect your furnace to ensure it runs safely and efficiently this winter.

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

Your contractor should:

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

You should:

- ✦ Replace your furnace filters at least three times during each heating season.
- ✦ Make sure your furnace heat registers are free of obstructions.
- ✦ Don't store items near your furnace that might stop or restrict airflow.
- ✦ Never store or use flammable products (including newspapers, flammable liquids or cleaning products) near your natural gas appliances.



Peoples Emergency Service: 1-800-400-4271

AVAILABLE 24/7/365

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.



1-800-764-0111 • peoples-gas.com

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

@PeoplesNatGas

PEOPLESVIEW



Winter Safety Tips

DECEMBER 2025



www.peoples-gas.com



CAP & LIHEAP

Peoples Customer Assistance Program (CAP) is an affordable monthly payment plan, based on income, for customers who meet income guidelines. The **Low Income Home Energy Assistance Program (LIHEAP)** is a federally funded assistance program used to help customers with their home heating needs.

2025-2026 INCOME GUIDELINES

150% Federal Poverty Level
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,956	\$23,475
2	\$2,644	\$31,725
3	\$3,331	\$39,975
4	\$4,019	\$48,225
5	\$4,706	\$56,475
6	\$5,394	\$64,725
7	\$6,081	\$72,975
8	\$6,769	\$81,225
For each additional person add	\$688	\$8,250

*All members of household regardless of age

Peoples Emergency Repair Program

Peoples provides Emergency Heating System and Line Repair assistance to homeowners facing an emergency situation. Customers with limited incomes may be eligible for the repair or replacement of their heating system and/or gas lines under Peoples' program. Homeowners and renters may qualify.

To learn more about this program, visit www.peoples-gas.com/help



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

2025-2026 INCOME GUIDELINES

200% Federal Poverty Level
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$2,608	\$31,300
2	\$3,525	\$42,300
3	\$4,442	\$53,300
4	\$5,358	\$64,300
5	\$6,275	\$75,300
6	\$7,192	\$86,300
7	\$8,108	\$97,300
8	\$9,025	\$108,300
For each additional person add	\$917	\$11,000

*All members of household regardless of age

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.



Winter Safety 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.**