



## Budget Now for Winter Bills

The best time to plan for winter is before it arrives! No matter your feelings on frosty weather, we know higher bills are nobody's favorite, and Peoples is here to help with Budget Billing.

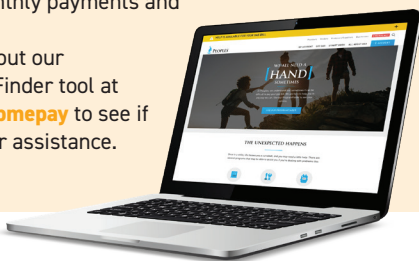
Peoples compares your past usage information with projected rates and weather conditions to help spread your winter heating costs evenly throughout the whole year.

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](http://peopleseaccount.com) or call us at 1-800-222-5101.**

## PROGRAMFINDER Online Assistance Tool

With the winter heating season approaching, Peoples can connect you with programs to help with utility bills through energy assistance, lower monthly payments and reducing energy usage. Check out our confidential ProgramFinder tool at [peoples-gas.com/helpmepay](http://peoples-gas.com/helpmepay) to see if you may be eligible for assistance.



## 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 the option of purchasing your natural gas from a state approved supplier. Visit [peoples-gas.com/shopforgas](http://peoples-gas.com/shopforgas) for additional details, or visit the Pennsylvania Gas Switch website, [pagasswitch.com](http://pagasswitch.com), for a list of natural gas suppliers and current offers.

**Peoples Residential Price to Compare ("PTC") as of October 1, 2024 is \$2.28 (per Mcf)**



## EMERGENCY SERVICE 1-800-222-5101

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 911 and us at **1-800-222-5101**.



## 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.

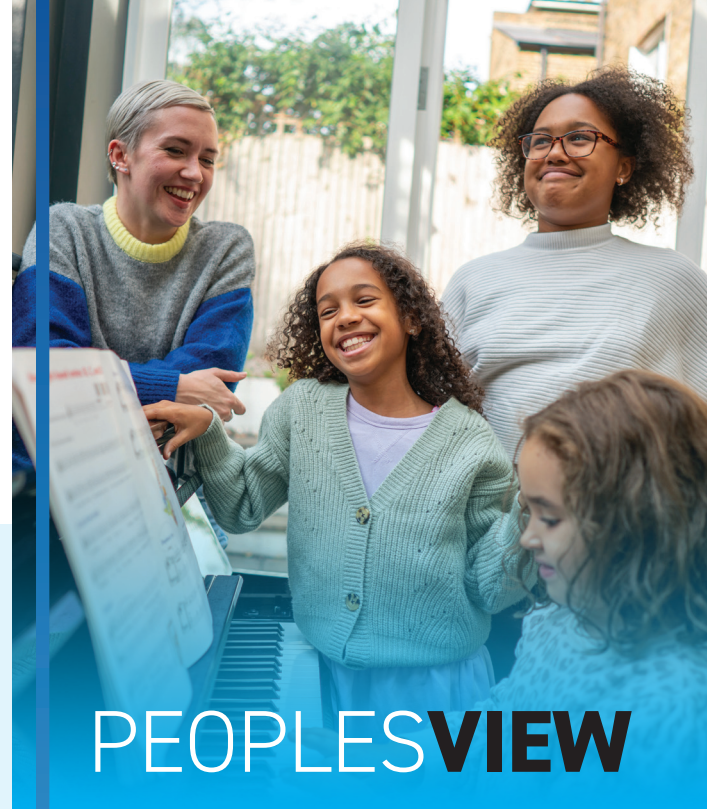
ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. Please contact Customer Service at **1-800-222-5101** with any questions or concerns.



1-800-222-5101 • [peoples-gas.com](http://peoples-gas.com)

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

   @PeoplesNatGas



# PEOPLESVIEW

## Low Income Home Energy Assistance Program "LIHEAP" Opens November 4th

NOVEMBER 2024



[www.peoples-gas.com](http://www.peoples-gas.com)



## LIHEAP

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.

### 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

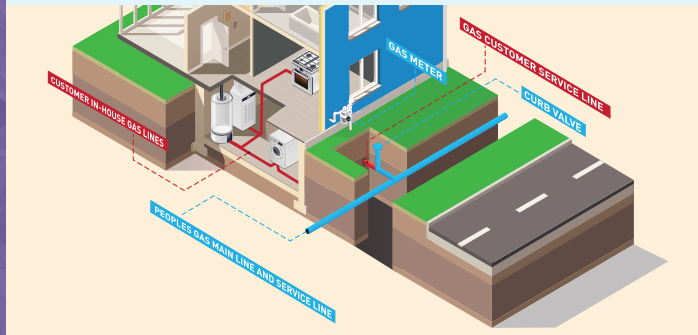
## What's My Financial Responsibility for My Gas Lines?

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. Our main line connects with the **customer service line**, which carries the gas to your home's 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**.

Peoples is responsible for surveys, safety inspections, and emergency investigations for gas lines inside and outside of your home. When one of these activities results in a failure or leak on the customer's portion of the gas lines inside or outside of your home – which are the customer service line, house line, and gas appliances – it is the customer's responsibility to schedule those repairs with a qualified installer and to cover the cost of those repairs. In addition, the installation of any new customer service lines, house lines, and gas appliances is also the customer's responsibility to schedule and pay for.



If your customer service line, house line, or gas appliance needs to be repaired or replaced, make sure the work is performed by a qualified installer. After the work is complete, following all rules and regulations, the installer must call Peoples so that we can test the line and complete our safety inspection. The qualified installer must also submit a "Service Installation Record (SIR)," available online as a mobile app. If the SIR is missing or incomplete, we cannot restore your gas service.

A free **Installation Guide** can be downloaded at [peoples-gas.com/plumbers](https://peoples-gas.com/plumbers).

## What's that Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:



### By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

### By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

### By Sound

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

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-222-5101.



## Avoid Hazards

What to Do if You Suspect a Leak

### WHAT YOU SHOULD NOT DO IF A LEAK OCCURS:

- **DO NOT** touch, breathe or make any contact with a leak
- **DO NOT** light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark
- **DO NOT** attempt to extinguish any fire
- **DO NOT** attempt to operate any valves
- **DO NOT** open your garage door or attempt to start your vehicle

### WHAT YOU SHOULD DO IF A LEAK OCCURS:

- **DO** leave the home, building and area of the suspected leak, and get to a safe area
- **DO** call our emergency hotline, which answers 24-hours a day at 1-800-222-5101
- **DO** call 911 to notify police and fire officials
- **DO** warn others to stay out of the area