

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.

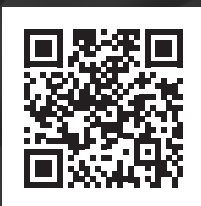
You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

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

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



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** for additional details, or visit the Pennsylvania Gas Switch website, **pagasswitch.com**, for a list of natural gas suppliers and current offers.



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



Keep Warm This Winter With Help From Peoples Programs!

NOVEMBER 2025



www.peoples-gas.com

If you or someone you know needs help paying their winter gas bills,
please dial **1-800-400-WARM (9276)** or visit **PEOPLES-GAS.COM/HELP**



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



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



Introducing Your New Intelis 250 Meter

As part of Peoples' ongoing commitment to safety and reliability, we are replacing customer meters throughout our service territory. More than 60,000 customers have received a new Intelis meter since August 2024. The meters use ultrasonic technology and are designed by the manufacturer to shut off the gas in your home if it detects unusually high volumes of gas or extreme temperatures, potentially indicating a hazardous situation.

All meters currently in operation are safe, and changing meters is a routine part of Peoples' work. There is no charge to have a new Intelis meter installed. Our skilled technicians handle the installation process, which involves turning off gas service for a short time. After installing the new meter, the technician will relight your appliances and do a safety check. You will need to be home so our technician can light the appliances and confirm everything is safe. This process typically takes less than an hour. Peoples employees carry identification and work from company vehicles – so for your safety, don't hesitate to **Ask to See ID** before admitting a technician into your home.

Once the Intelis meter is installed, you should not notice any difference in your gas service.

Visit peoples-gas.com/intelis_meter for more information.