



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 or call us at 1-800-764-0111.

Third Party Notification

For retirees on the go, as well as for caregivers, our Third Party Notification can provide an alert in the event that gas service is in danger of being terminated. A friend, relative or other third party can agree to be notified of a possible service termination. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated as a third party, or if you would like to designate someone to be a third party, please call Customer Service at 1-800-764-0111 to request a Third Party Notification enrollment form, or download the form at peoples-gas.com/thirdparty.

Fill out the form and mail it to the address listed.



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, call 911 and 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.



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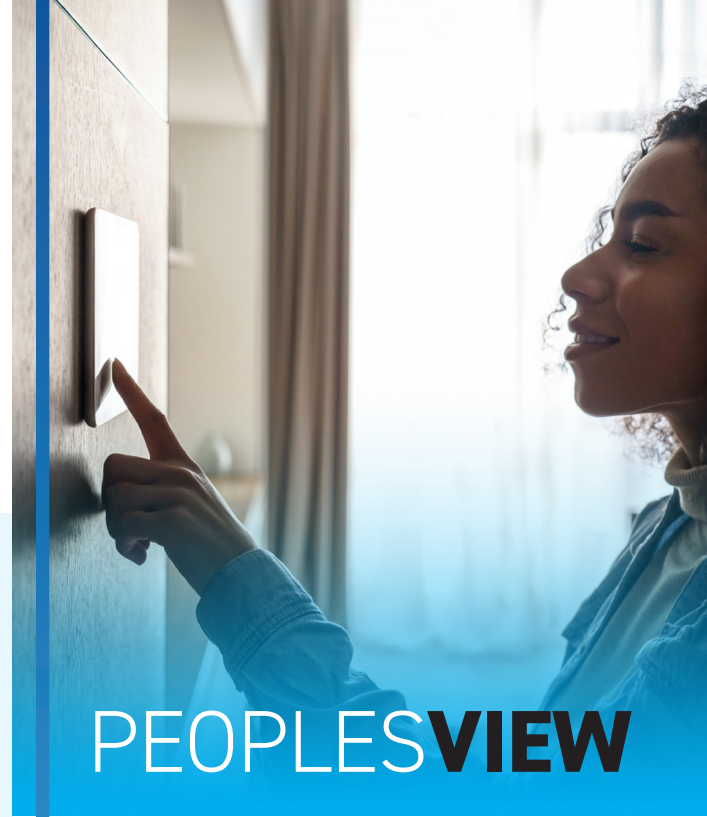
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1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss

Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

@PeoplesNatGas



PEOPLESVIEW

DOLLAR ENERGY FUND OPENS OCTOBER 1

OCTOBER 2024



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www.peoples-gas.com



Safety First For Gas Appliances

We are glad that you have chosen to heat your home or water with natural gas – a clean, abundant and efficient natural resource. With any gas appliance, there are certain safety precautions that should be taken:

WHAT YOU SHOULD NOT DO:

- **DO NOT store flammable products such as gasoline, solvents or adhesives in the same room or area near a water heater, and always keep combustible material at a safe distance away from gas fired equipment.** Make sure that your gas fired appliances have plenty of air to allow for proper operation.

WHAT YOU SHOULD DO:

- **DO monitor your water heater temperature.** Hot water can scald! Our technicians are trained to return your hot water setting to the temperature at which it was set before they checked or re-lit the appliance. However, it is always wise for you to re-check this setting after the heater has been serviced. Lowering your temperature setting can prevent scalding accidents and lower your energy costs. Water temperature above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a lower thermostat setting to prevent contact with hot water. Please refer to your water heater manufacturer’s recommendation for safe water heater temperature settings.
- **DO check outdoor appliance exhausts year-round.** Some furnaces are vented with PVC pipe to the outdoors. If the vent becomes blocked, an emergency switch should stop the furnace from running. However, it is wise to periodically check the vent opening. This is particularly important in cold weather, as snow or ice can build up and block the opening. Recently, invasive brown marmorated “stink bugs” have been cited as the cause for some furnace vent problems, as they enter through PVC piping looking for warmth or a place to hibernate. Never try to put any covering (such as mesh or netting) over the openings in an attempt to block insects; any restrictions may affect proper operation. Following the manufacturer’s recommendations and regular inspections by a qualified appliance professional are recommended and will help assure safe operation.



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 |
| For each additional person add | \$897 | \$10,760 |

*All members of household regardless of age

New Weather Normalization Adjustment

On September 12, 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



Energy Choice=Your Choice

Peoples offers a voluntary Energy Choice program that allows you the option to purchase the natural gas you use from a Pennsylvania Public Utility Commission (PUC) approved Natural Gas Supplier instead of from Peoples. Whether you choose to purchase your gas from a Natural Gas Supplier or from Peoples, Peoples will remain your Natural Gas Distribution Company (NGDC). We will continue to provide you with safe and reliable service for your home or business, read your meter, provide high quality customer service and respond to natural gas emergencies.

Your natural gas bill comprises two main components:



Gas Cost = Peoples buys natural gas and sells it to you for whatever price we pay for it. Peoples does not make any profit off the gas cost.

Delivery Service = Cost of delivering natural gas to your home or business.

The Gas Cost component is the portion of your bill that you can shop for a Natural Gas Supplier to provide. The prices charged by a Natural Gas Supplier are not regulated by the PUC, and there is no guarantee that you’ll save money, but they may offer pricing and special incentives that would fit with your individual needs, such as long-term fixed pricing.

When you begin shopping for a Natural Gas Supplier, start by checking out the “Shop For Gas” section of our website, where you will find a list of approved Natural Gas Suppliers, Price to Compare information and FAQs. You will also find a link to the PUC’s website, pagasswitch.com, which will list all current pricing offers available to you.

How to Enroll

1. Review list of approved Natural Gas Suppliers at peoples-gas.com.
2. Assess the offers and compare prices. Visit the Pennsylvania Public Utility Commission’s official shopping website, pagasswitch.com, to see what current options and prices are available for your home or business.
3. Consider the contract terms. Natural Gas Suppliers require you to agree to contract terms, so you’ll want to know the contract length and if any early termination fees exist.
4. Choose your Energy Choice supplier by contacting the Natural Gas Supplier that best suits your needs. If you choose not to participate, Peoples will purchase the natural gas for your home or business.