



NATURAL GAS PIPELINES ARE SAFE

The natural gas pipeline network spans the United States and is one of the safest modes of fuel transportation today. The industry invests millions of dollars each year on research and technology to improve the system.

To keep the network safe, the natural gas pipeline industry complies with a broad regulatory program directed by the United States Department of Transportation's Pipeline Hazardous Material Safety Administration division. These regulations provide safety standards for the design, construction, maintenance, and testing of natural gas pipeline systems.

Pipeline Integrity Management Programs for transmission and distribution pipelines require operators to continually monitor pipeline integrity and perform risk analysis, especially in highly populated areas. Peoples utilizes preventive measures to reduce the risk of pipeline leaks or failures and to ensure the safe delivery of natural gas to homes and businesses in our service area.



For more information, please visit www.peoples-gas.com/pipeline-safety.

AVOID HAZARDS

What to Do if a Leak is Suspected

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 1-800-400-4271
- DO** call 911 to notify police and fire officials
- DO** warn others to stay out of the area



PEOPLES
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PEOPLES
1-800-764-0111
Peoples-Gas.com

Our Values: SAFETY. CUSTOMER COMMITMENT. TRUST. COMMUNITY.

FOLLOW US: @peoplesnatgas     

Emergency Service Contact Info

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.

1-800-400-4271



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.**



PEOPLES MOBILE WALLET BILLING OPTION

You can now receive and pay your Peoples bill through your smartphone wallet! And, when you start using the Peoples mobile wallet billing option, you will be helping the environment too! You will no longer receive paper bills from Peoples. You will be helping us save thousands of trees per year!

Visit peoples-gas.com/wallet to start having your Peoples bill delivered to your Apple Wallet or Google Pay on your smartphone.



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

JANUARY 2019

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS HOME ENVIRONMENT COMMUNITY

CARBON MONOXIDE AND SAFETY IN YOUR HOME

COVER STORY

Details Inside



Peoples-Gas.com



Carbon Monoxide and Safety in Your Home

Carbon monoxide (CO) is an odorless, colorless and potentially dangerous gas produced when fuel is burned without enough air for complete combustion. In large amounts, CO can cause headaches, unconsciousness, brain damage and even death.

Possible Symptoms when CO is Present:

- Headaches
- Irregular breathing
- Drowsiness/fatigue
- Overall paleness
- Nausea
- Very red lips and ears

What You Should Do Right Away:

- Open windows and doors
- Move outside
- Call 911 or your local fire department

Steps You Can Take to Prevent CO:

- Have appliances checked annually by a certified heating contractor.
- Make sure your chimney is clean and free of obstructions.
- Keep air vents for your gas appliances clear.
- Never use a gas oven or stovetop for heating your home.
- Do not use portable charcoal or propane grills indoors.
- Do not run an automobile or gasoline engine in an enclosed space.
- Use properly installed space heaters that are approved by local fire codes.
- Check fireplaces for closed or blocked flues.
- Periodically check range pilots for carbon build up.
- Use a plug-in carbon monoxide monitor.

Are You Eligible for the EARNED INCOME TAX CREDIT?

EITC, the Earned Income Tax Credit, is a tax credit to help you keep more of what you earn for monthly bills, home repair, or a rainy day. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file. If you were employed full- or part-time, or self-employed, in 2018, you may be eligible under the following income guidelines:

MAX. ANNUAL INCOME	SINGLE FILER	MARRIED FILING JOINTLY
With No Children	\$15,270	\$20,950
One Qualifying Child	\$40,320	\$46,010
Two Qualifying Children	\$45,802	\$51,492
Three Qualifying Children	\$49,194	\$54,884

Learn more about the requirements. It's easier than ever to find out if you qualify. Go to www.eitc.irs.gov.



JOINING BUDGET BILLING IS EASY!

Enroll anytime at
peopleseaccount.com
or call
1-800-764-0111

BUDGET BILLING

Budget Billing lets you take control of your expenses, giving you more predictability to make it easier to budget.

The budget plan is your yearly consumption averaged over a twelve month period. This allows you to pay a more consistent amount throughout the year. Your account must be paid in full to enroll. 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.

Keep Your Furnace Healthy

You can keep your furnace performing at its best with an annual furnace check-up.

Schedule to have your furnace and other gas appliances inspected by a qualified professional when cold temperatures arrive.

An inspection helps ensure reliable heat and can prevent potential problems. Your contractor should:

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

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold-air returns clean and clear of furniture and draperies to help the air flow properly.

