

AUGUST 2016

PEOPLES VIEW

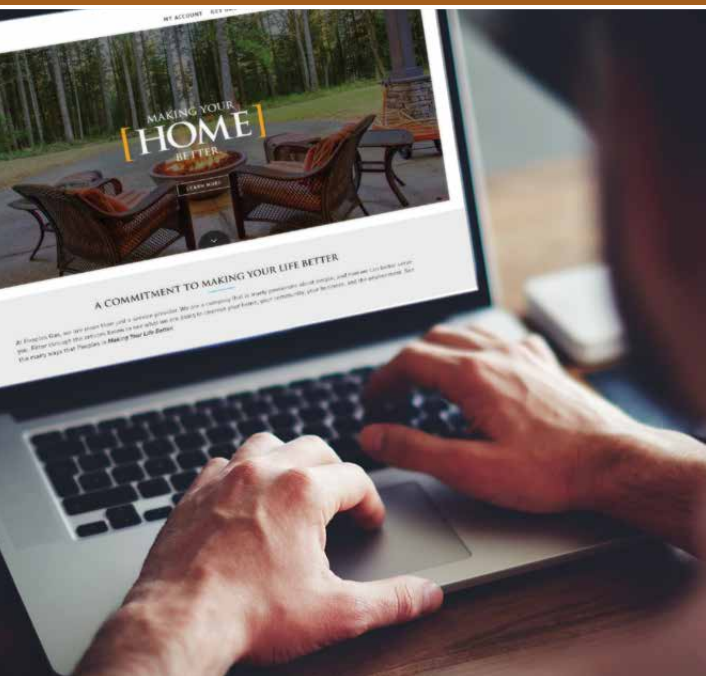
NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY



MAKING YOUR LIFE BETTER.

COVER STORY

Details Inside

**We asked customers what they
wanted – and we listened!**

Peoples-Gas.com

PNG0816



COVER STORY

MAKING YOUR LIFE BETTER ONLINE

As you receive this, Peoples is launching a brand new website, and we hope that you'll take the time to visit us at peoples-gas.com. Here are some of the enhancements you'll find there, based on customer requests:

- An updated user design, with easy-to-find tools and information.
- A new Street Work feature, giving you an overview of the different types of construction projects we're working on.
- A community events calendar, so you can see how we're getting involved in the areas where you live, work and play.
- Money-saving tips on gas appliances, weatherizing your home, and more.
- A mobile-responsive platform, as easy to use on your phone as it is on your computer.
- Direct links to our popular e-Account online bill-pay system.

And if you're online regularly, check out Peoples content on social media — like our #cookingwithgas recipes feature on "Tasty Tuesdays." You'll find us on Facebook, Instagram, Twitter, YouTube and LinkedIn.



WHAT'S MY SERVICE LINE RESPONSIBILITY?



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, through a company service line to a point at or near your property line. Here, the company's service line connects with the customer service line, which carries the gas to the 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.

In most cases, Peoples maintenance responsibility ends around your property line at the point where the company service line connects with the customer service line. Repairs to the customer service line, house line, and gas appliances are the customer's responsibility.

If your customer service line needs to be repaired or replaced, make sure the work is performed by a qualified installer. After the work is complete, the installer must call Peoples for a leak test.

The installer must also sign and submit a "Service Installation Record." If the paperwork is missing or incomplete, we cannot restore your gas service. A free Installers Guide can be downloaded at www.peoples-gas.com. Click on Pipeline Safety, and then Information for Plumbers and Contractors, to find the latest guide.

IF YOU SEE GAS THEFT

Stealing natural gas from our system is not only illegal, but dangerous. It puts bystanders at risk and increases the cost of gas for everyone. If you suspect someone is stealing, email us at the address below. Your identity will be kept confidential.

EMAIL US AT: gastheft@peoples-gas.com



PEOPLES | MAKING YOUR LIFE BETTER.

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

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

What's That Smell?

Although the natural gas delivery system is extremely safe, it is not infallible. 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 a high-pitched whistling noise.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, **1-800-400-4271**.



SAFETY FIRST FOR GAS APPLIANCES

We are proud 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:

- **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.
- **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 temperatures 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.
- **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 the 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.



PEOPLES
VIEW

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

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

Hearing Impaired Customers Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

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

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.**



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 with a list of natural gas suppliers you can choose from. Visit the Energy Choice section at peoples-gas.com for lists of suppliers and additional details about the program. Be sure to click on "For Peoples Natural Gas Customers" or "For Formerly Equitable Customers" as applicable.