

PEOPLES VIEW

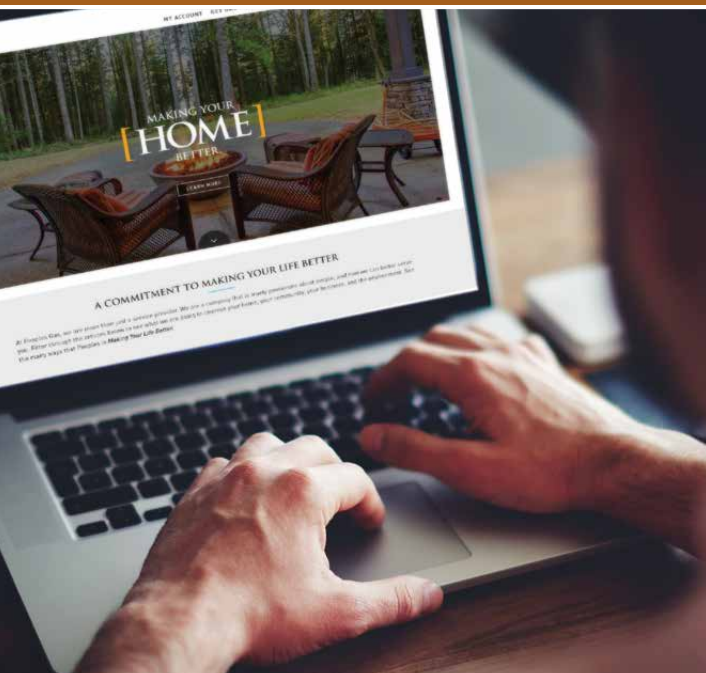
NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY



MAKING YOUR LIFE BETTER.

COVER STORY

Details Inside

We asked customers what they
wanted – and we listened!



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.

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:

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



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 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.