

# 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**

# EMERGENCY SERVICE

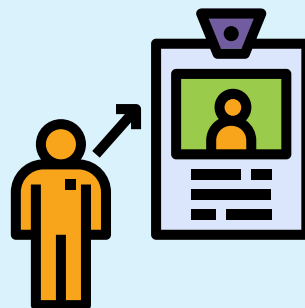
## 1-800-400-4271

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 and then call 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.**



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

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

@peoplesnatgas     

# PEOPLES VIEW

August 2021

## 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:

### 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 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.
- **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 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.

WHAT'S MY  
FINANCIAL  
RESPONSIBILITY  
FOR MY  
GAS LINES?

# Call 811

## Before You Dig

*It's a Free Call to 811 and It's the Law!*

## Excess Flow Valves

### West Virginia — CUSTOMER NOTICE

Peoples provides and maintains safety measures that protect your home and neighborhoods from unexpected changes in natural gas flows. One of those measures is an Excess Flow Valve (EFV) installed on new and renewed gas lines that supply gas to homes and some businesses. The device is designed to automatically shut off the flow of gas to your home if the natural gas line is damaged or broken.

As we install new gas pipelines throughout the system as part of our pipeline improvement program, EFVs are installed on service lines that meet the operating conditions for an EFV. The Company must install an EFV at a mutually agreeable date if the customer is eligible for an EFV. Customers that may be eligible for EFV installation include those whose service lines:

- **Have a meter load that does not exceed 1,000 SCFH (standard cubic feet per hour: 1000 SCFH = 1 MCFH) as determined by the Company.**
- **Operate at a pressure of 10 PSIG (pounds per square inch) or greater throughout the year (a high pressure line may be indicated by additional devices (regulators) attached immediately adjacent to a customer's meter).**
- **Will not have experienced problems with water or other contaminants in the service line.**
- **Where installation of the EFV will not interfere with required operations or maintenance activities.**

If the Customer requests installation of the excess flow valve and the Company has not scheduled the location for a service line replacement or a new service line, or the Customer requests the installation prior to the Company's scheduled installation time, the Customer shall be responsible for the estimated cost of the materials and installation to be paid prior to installation. Customers that request to have an EFV installed will be responsible for the cost of installation with estimates beginning at \$2,100. If you would like to learn more or request information to determine if your service line is suitable for an EFV installation, please email us at [EFV@peoples-gas.com](mailto:EFV@peoples-gas.com). You can also call us at **1-866-358-1735**.

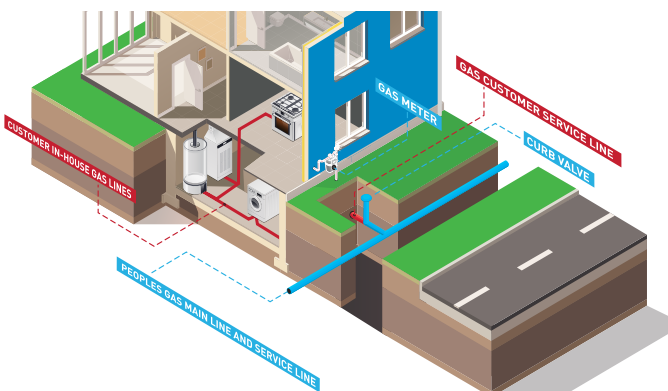
## What's My Financial Responsibility For My Gas Lines?

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. Our main line connects with the **customer service line**, which carries the gas to your home's 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**.

Peoples is responsible for surveys, safety inspections, and emergency investigations for gas lines inside and outside of your home. When one of these activities results in a failure or a leak on the customer's portion of the gas lines inside or outside of your home — which are the customer service line, house line, and gas appliances — it is the customer's responsibility to schedule those repairs with a qualified installer and to cover the cost of those repairs. In addition, the installation of any new customer service lines, house lines, and gas appliances is also the customer's responsibility to schedule and pay for.



**If your customer service line, house line, or gas appliance needs to be repaired or replaced, make sure the work is performed by a qualified installer. After the work is complete, following all rules and regulations, the installer must call Peoples so that we can test the line and complete our safety inspection. The qualified installer must also submit a "Service Installation Record (SIR)," available online as a mobile app. If the SIR is missing or incomplete, we cannot restore your gas service.**

A free Installation Guide can be downloaded at [Peoples-Gas.com/plumbers](http://Peoples-Gas.com/plumbers).

## Avoid Hazards

What to Do if You Suspect a Leak

### 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



## What's That Smell?

Although the natural gas delivery system is extremely safe, 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.**