



PEOPLES
VIEW

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

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



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

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.

DECEMBER 2018

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

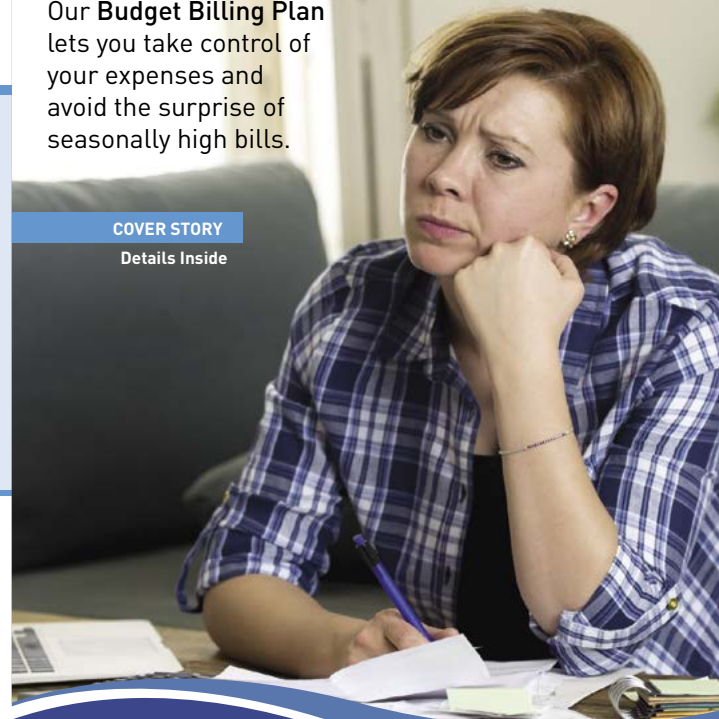
COMMUNITY

WINTER BILLS TOO HIGH?

Our Budget Billing Plan lets you take control of your expenses and avoid the surprise of seasonally high bills.

COVER STORY

Details Inside



Peoples-Gas.com

CUSTOMER SERVICE CENTER MENU OPTIONS

Recently, we updated our menu options for our Customer Service Center. If you call our Customer Service Center at **1-800-764-0111**, please keep in mind that you can now:

- PRESS 1** for Emergency
- PRESS 2** for Self-Service
- PRESS 3** for Customer Service Agent
- PRESS 4** for New Construction

LANDLORD AUTOMATIC TRANSFER PROGRAM

Landlords — Did you know you can protect your rental property from gas shut-offs when tenants move in and out of your property?

Contact us today at **1-800-764-0111** to request a copy of the Automatic Transfer form, or download it at peoples-gas.com under the Get Gas/Start or Stop Service section. When you enroll in this program, Peoples will automatically transfer the natural gas account into your name when a tenant requests a gas shut-off at the rental property, and the service will remain in your name until the new tenant requests service. A nominal fee may apply to the transfer. Call us for more information.



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.



Joining
Budget Billing is easy!
CALL TO ENROLL
1-800-764-0111

WINTER TIPS



KEEP METERS CLEAR

Never tie (tether) pets to gas meters or use gas meters to hang garden hoses or other tools.

Keeping a clear path to your gas meter not only helps Peoples employees trying to perform routine maintenance, but also allows emergency responders quick access should the need arise.

Remove snow and ice from your natural gas meter with a broom or brush, but never kick or try to chip with a hard object.

Look up! Ice can break off of gutters and overhangs and damage a meter if struck, or ice can melt during the day and splash up into regulator vents then freeze again at night which may lead to improper pressures.

Keep meters at least 3 feet away from ignition sources and from appliance vents or intakes. Appliance flue products contain moisture which could freeze in cold weather and are also corrosive.

Never hang a light bulb near a meter for heat.

Gas meters with regulators require open air around them, **so never box in or wrap your meter with blankets.**

DON'T LET WATER PIPES FREEZE

Locate pipes that are most susceptible to freezing – those near outer walls, in crawl spaces or attics. Both copper and plastic water pipes can burst. If pipes are close to an exposed outside wall, open the cabinet door to let room heat in. Wrap pipes with pipe insulation or layers of newspaper with plastic to keep out moisture.

It only takes a day or two of sub-freezing temperatures to cause damage. If you plan to be away from home for a period of time, consider "winterizing" your pipes (turning off the main water valve and opening all faucets to drain the system), even if you have someone looking in on your home while you're gone. Be aware that leaks sometimes don't show up until a pipe thaws, which can cause extensive damage to walls.

If you own a rental property (vacant or occupied), check frequently to be sure the building is adequately heated or, in the case of a vacant property, consider winterizing the building as above.

If your water pipes do freeze, call a professional to thaw them. NEVER use a torch.

KENTUCKY RESIDENTS

800-764-0111
Peoples-Gas.com/Helpmepay

The **Low Income Home Energy Assistance Program (LIHEAP)** provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill.

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	MONTHLY INCOME	ANNUAL INCOME
1	\$1,316	\$15,782
2	\$1,784	\$21,398
3	\$2,252	\$27,014
4	\$2,720	\$32,630
5	\$3,188	\$38,246
6	\$3,656	\$43,862
7	\$4,124	\$49,478
8	\$4,592	\$55,094
FOR EACH ADD'L PERSON, ADD	\$468	\$5,616

WEST VIRGINIA RESIDENTS

800-764-0111
Peoples-Gas.com/Helpmepay

The **Low Income Energy Assistance Program (LIEAP)** is a government grant applied directly to help pay your Peoples heating bill. LIEAP is not a loan.

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	MONTHLY INCOME	ANNUAL INCOME
1	\$1,518	\$18,210
2	\$2,058	\$24,690
3	\$2,598	\$31,170
4	\$3,138	\$37,650
5	\$3,678	\$44,130
6	\$4,218	\$50,610
7	\$4,758	\$57,090
8	\$5,298	\$63,570
FOR EACH ADD'L PERSON, ADD	\$540	\$6,480

Dollar Energy Fund (DEF) provides grants to people with limited incomes who make a good faith payment towards their bills.

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	MONTHLY INCOME	ANNUAL INCOME
1	\$2,023	\$24,280
2	\$2,743	\$32,920
3	\$3,463	\$41,560
4	\$4,183	\$50,200
5	\$4,903	\$58,840
6	\$5,623	\$67,480
7	\$6,343	\$76,120
8	\$7,063	\$84,760
FOR EACH ADD'L PERSON, ADD	\$720	\$8,640

2018 – 2019 GUIDELINES

* All members of household regardless of age

ATTENTION WEST VIRGINIA RESIDENTS

The **Special Reduced Rate Residential Service Program (SRRRS)** is a program established by the state of West Virginia and administered by the Department of Health & Human Resources (DHHR).



Eligible participants **receive a 20 percent (20%) discount on their utility bills** (gas, light and/or water) during the months of November through March. DHHR mails applications in October and customers must re-apply each year.

The eligibility requirements as determined by the DHHR are:

- Supplemental Social Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) recipients sixty years of age or older
- WV Works program (Temporary Assistance for Needy Families – TANF)
- Active utility service from November through March