



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 the form at peoples-gas.com under the Get Gas/Start or Stop Service section just for landlords. 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. The service will remain in your name until the new tenant requests service – thus protecting the property from the loss of heat, hot water, etc. A nominal fee may apply to the transfer – call us today for more information.

THIRD PARTY NOTIFICATION



For retirees on the go, as well as for caregivers, our Third Party Notification can provide an alert in the event that gas service is in danger of being terminated. A friend, relative or other third party can agree to be notified of a possible service termination. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated as a third party, or if you would like to designate someone to be a third party, please call customer service at **1-800-764-0111** to request a Third Party Notification enrollment form, or download the form at peoples-gas.com under Your Bill-Billing Options. Fill out the form and mail it to the address listed. Please note that both parties must sign the form.



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



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.**

DECEMBER 2016

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

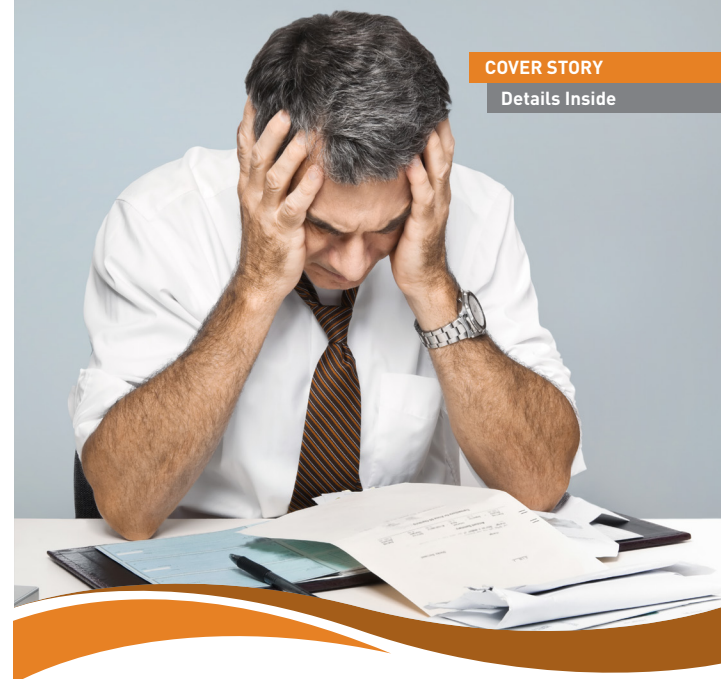
COMMUNITY

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

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.

Joining Budget Billing is easy! Call to enroll 1-800-764-0111.

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.

Don't Let Water Pipes Freeze!



Frozen water pipes can cause hundreds (if not thousands) of dollars' worth of damage resulting from burst plumbing to damaged walls, ceilings and floors. Before colder temperatures take hold, take time to make sure your water pipes do not freeze this winter.

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.

KEEP METERS CLEAR – Winter Tips

Although natural gas meters are relatively weatherproof and require little maintenance, please follow the safety tips listed below to help keep you, your family and others safe.

- ❖ **Never tie (tether) pets to gas meters** or use gas meters to hang garden hoses or other tools.
- ❖ **Plants, shrubs, snow and debris** can block the dial face or pathway to the meter, preventing access for our meter readers. 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.
- ❖ **In the winter**, snow and ice can accumulate on a meter which may affect operation. 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!** Gutters and overhangs can accumulate ice which could break off and damage a meter if struck — or 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.



ATTENTION WEST VIRGINIA RESIDENTS



LOW INCOME ENERGY ASSISTANCE PROGRAM

If you are out of work or have a fixed monthly income and are having trouble paying your gas bill, help is available.

The **Low Income Energy Assistance Program**, or LIEAP, is not a loan. It is a government grant applied directly to help pay your Peoples heating bill. The maximum allowable gross income levels for FY 2016 are listed below:

LIEAP MAXIMUM GROSS INCOME LEVELS

Household Size	Monthly Income
1	\$1,287
2	\$1,736
3	\$2,184
4	\$2,633
5	\$3,078
6	\$3,529
7	\$3,979
8	\$4,430
Each Additional Member	\$451

WV SRRRS PROGRAM

The Special Reduced Rate Residential Service Program (SRRRS) is administered by the WV Department of Health & Human Resources (DHHR). Eligible participants receive a 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.

If you would like information on either LIEAP or the WV SRRRS Program please visit **peoples-gas.com** My Account/Help Me Pay for more information.