

## MEET the SULLIVANS



*Their moving adventure is complete and they've settled into a new home.*

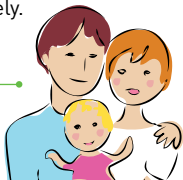
Now, their two young kids are craving sunshine and eager to explore outside with their new dog, Shadow. And this fits in perfectly with the family's first home-improvement project: building a fence in the front yard for security and privacy.



But before a shovel hits the ground, the Sullivans know one simple call to 811 will get their underground utility lines marked for free to help keep everyone safe. The colorful flag markings will let them know what's below.

So, remember to Call 811 before every digging job, from planting a tree to installing a deck or fence. The affected utility companies will send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below and be able to dig safely.

**STAY SAFE LIKE THE SULLIVANS.**  
**SAFE LIVING. SAFE DIGGING.**



*Know what's below. Yard markings explained:*

PHONE/CABLE	SEWER
ELECTRIC	WATER
GAS	PROPOSED EXCAVATION



PEOPLES  
VIEW

PEOPLES  
1-800-222-5101  
PeoplesTWP.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 **1-800-222-5101.**

Please use this number only in an emergency.

**1-800-222-5101**



**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 1-800-222-5101 with any questions or concerns.**

# PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR  
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

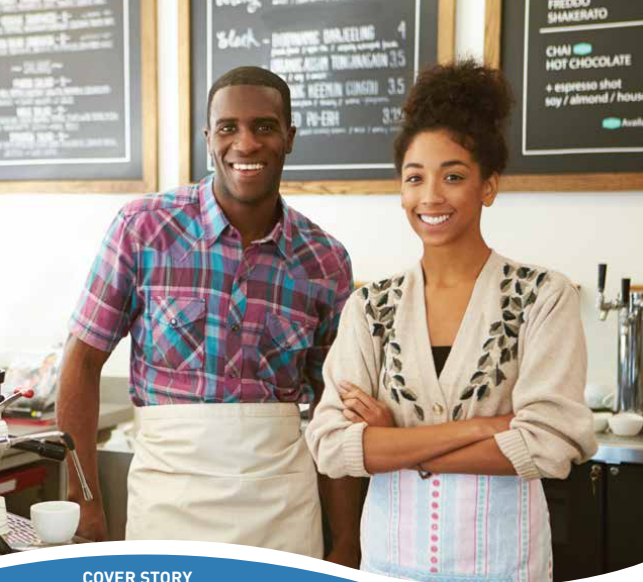
COMMUNITY

## MAKING YOUR LIFE BETTER.

COVER STORY Details Inside



Peoples-Gas.com



COVER STORY

## MAKING YOUR LIFE BETTER.

**PEOPLES' MISSION** is to make the lives of our customers better. Whether you are a residential or commercial customer, our customer service employees are encouraged to go "above and beyond" in every contact with you.

- Peoples provides you with a consistently low gas cost — as of March 2016, one of the lowest in the state of Pennsylvania.
- We offer Customer Assistance Programs for our neighbors who need help with heating bills, and generously support similar programs.
- We've launched a multimillion dollar upgrade of our gas infrastructure, reducing our carbon footprint and adding local jobs.
- And we regularly partner with our community, supporting programs from youth sports to the big leagues.

**MAKING YOUR LIFE BETTER IS NOT JUST A SLOGAN.**

exceptional customer service, a vibrant community, increased regional development and cleaner air.

**This matters to us. Because we live here, too.**



MAKING YOUR LIFE BETTER.

BUSINESS HOME ENVIRONMENT COMMUNITY

## CROSS BORES



**DEFINED:** A cross bore is defined as the intersection of an existing underground utility or underground structure by a second utility installed using trenchless technology. This results in an intersection of the utilities, compromising the integrity of either or both utility or underground structure.

### X Why Looking for Cross Bores is Important:

In rare cases, a gas pipeline could cross through a sewer pipe. If a plumber unknowingly strikes a gas line while cutting through a sewer blockage, natural gas could enter the sewer system. We want to prevent this from happening.

### X Why Utility Lines Can Cross Through Sewer Lines:

When a new utility line (gas, electric, telephone, or cable television) needs to be installed in an urban area, it's very common for utility providers to dig horizontally underground (called directional boring). Since this installation method does not involve digging a trench, it avoids damage to sidewalks, patios, landscaping, and existing utility lines marked by 811 Call Before You Dig. However, the directional bore may unintentionally penetrate an existing sewer, drain or conduit.

### X Cleaning Out Sewers Could Cause a Hazardous Situation:

This can happen when sewer laterals are cleaned using mechanical purging equipment (roooter). This equipment has the ability to damage buried utilities. Collapsed sewer walls can also cause the rooter equipment to be misdirected outside of the sewer, bringing the equipment dangerously close to other buried utilities.

Be safe. If you have a sewer blockage, please ask your plumber to always assume that obstructions could involve a cross bore. For more information or with any concerns, **please contact Peoples at 866-863-6266**, or e-mail us at [damage\\_prevention@peoples-gas.com](mailto:damage_prevention@peoples-gas.com). You can also visit [peoples-gas.com/crossbores.aspx](http://peoples-gas.com/crossbores.aspx) for more information on safety precautions.

## KEEP METERS CLEAR

Please remember that your natural gas meter must be accessible to read in case of emergency. Keep a three-foot clearance in front of your meter with grass and bushes trimmed back so the dials and safety valve are visible. **You can keep yourself and our meter readers safe this spring and summer by following these simple guidelines:**



- **Keep bushes** and poisonous plants trimmed back so the dials are visible to read. If we can't get close enough to read the meter, we will estimate your bill.
- **Call 811** to have underground utilities marked before digging.
- **Do not drape** hoses on or tie pets to the meter.
- **Plant trees, shrubs and plants** far enough away for future growth to allow space for routine and/or emergency maintenance work, and to prevent roots from damaging your gas service line.
- **Do not obstruct** the meter or regulator (if applicable) with boxes, vehicles, a deck, or other equipment which would impact the ability to service the meter.
- **Be careful** when mowing or weed-whacking around the meter.
- **Do not attempt** to service or maintain a meter yourself.

## 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, 1-800-222-5101.**



### 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.

