



## Excess Flow Valves

### Attention West Virginia Customers

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 Peoples installs new gas pipelines throughout the system, EFVs are installed on service lines that meet the operating conditions for an EFV. Eligible natural gas customers can request installation of an EFV onto the pipeline serving their home prior to Peoples planned implementation of the device; however, customers choosing this option would be responsible for the cost of installation with estimates beginning at \$2,100.

Log on to [www.peoples-gas.com/pipeline-safety](http://www.peoples-gas.com/pipeline-safety) to learn more and request information. You can also call Peoples at 1-866-358-1735.



# Call 811

## Before You Dig

*It's Free for Homeowners and It's the Law.*

## EMERGENCY SERVICE

### 1-800-400-4271

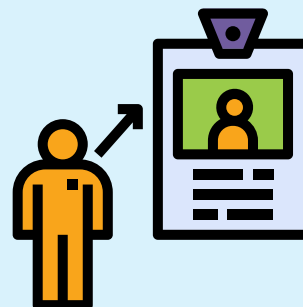
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

**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.**



An Essential Utilities Company

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

May 2020



## The Peoples PROGRAMFINDER:

Providing Support  
For Utility Bills

KWV0520



# The Peoples ProgramFinder: Providing Support For Utility Bills

At Peoples, we understand that sometimes it can be difficult to pay your bill. We are here to help you in any way we can. **We now have an online tool called "ProgramFinder"** to make it easier to find out if you're eligible for customer support programs. The confidential ProgramFinder is a one-stop approach to finding help with your utility bills.



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.

If you know of someone who might need assistance with their heating bills, please have them check out our website to learn more about all the services available to them at [Peoples-gas.com/support](https://peoples-gas.com/support) or call **1-800-400-WARM (9276)**.

## Budget Billing

Budget Billing gives you more predictability with your gas bill, making 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. 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**  
**or visit [peopleseaccount.com](https://peopleseaccount.com)**

## 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:

### 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.**



**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@peoplesgas.com](mailto:damage_prevention@peoplesgas.com). You can also visit [peoples-gas.com/crossbores](https://peoples-gas.com/crossbores) for more information on safety precautions.