



## EMERGENCY SERVICE

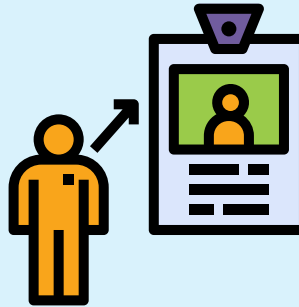
**1-800-400-4271**

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**.

## 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     



**ATTENTION:  
WEST VIRGINIA  
CUSTOMERS  
RENT AND UTILITY  
ASSISTANCE ARE  
AVAILABLE NOW!**

## Peoples Offers Self-Serve Text Option

As more and more people use their phones for daily tasks, Peoples is providing another mobile option for customers: Peoples Self-Serve Text. Text our customer service number at 800-764-0111 anytime day or night to do things like make a payment, check your account balance, sign up for budget billing, request a statement and submit a meter reading.

This Self-Serve Text option is completely automated, so you can take care of these tasks with a couple of quick text messages. If you have a question that the Self-Serve Text option can't answer, you'll be directed to one of our helpful customer service representatives during normal business hours.

To start your conversation, simply text "Hello" to 800-764-0111 anytime day or night. You'll be asked to confirm your account number to get started. If the phone you're using to text us is already connected to your account, you'll be able to verify your account without using your account number.



**Call 811**

**Before You Dig**

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



## 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.



**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.

## Attention West Virginia Customers: Rent and Utility Assistance are Available Now!

Are you renting your home or apartment and experiencing financial hardship due to the COVID-19 pandemic? The West Virginia Housing Development Fund is now offering the Mountaineer Rental Assistance Program ("MRAP") to provide help with both rent and utility payments. To learn more about MRAP and how to apply for assistance, visit [www.peoples-gas.com/rent](http://www.peoples-gas.com/rent). The MRAP runs until all of the funds are exhausted. **Note: You must identify your utilities by name on the application.**

## 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.**



## 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.**

## Peoples Meter Upgrades

Peoples has finished a 5-year program to modernize Meter Reading Services. The Automated Meter Reading (AMR) program required an electronic device to be installed on our gas meters. This program has enabled Peoples to read your gas meter remotely, thus improving our services by providing you with better accuracy and convenience for meter reads.

We would like to remind our customers that Peoples employees are still required to visit your home or property to perform various routine surveys throughout the year. **If someone does not have a Peoples logo on their vehicle or a Peoples ID badge and they try to gain access to your home, notify Peoples as soon as possible at 1-800-764-0111.**