

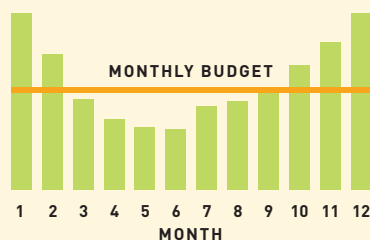
## BUDGET BILLING

**Budget Billing lets you take control of your expenses, giving you more predictability, making it easier to budget.**

The Budget Billing 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.

**Joining Budget Billing is easy! Log onto [peopleseaccount.com](http://peopleseaccount.com) or call 1-800-764-0111.**

To prevent any shortages or overages, Peoples will review your gas usage quarterly and adjust your Budget amount higher or lower. You can leave Budget Billing at any time; however if you unenroll, your total account balance will become due.



Budget Billing lets you spread your gas utility charges out more evenly throughout the year at no additional cost. Peoples calculates your monthly Budget amount by dividing the total of your last twelve months of usage by 12. That number is then multiplied by the current rates giving us your monthly Budget amount.

## 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](http://peoples-gas.com) under My Account/Pay My Bill/Billing Options. Fill out the form and mail it to the address listed.**

**Third Party Notification**

**PEOPLES NATURAL GAS PROGRAM APPLICATION**

When you are ill, disabled or away from your home for long periods of time, you may not be able to pay your bill. For this reason, Peoples Natural Gas Third Party Notification Program allows you to designate a third party. This can be a relative, friend, neighbor, or a local service agency or others we will send copies of notices to you.

Once we inform the third party, for an additional fee to ensure payment to keep your service active. Naturally, the third party will not be liable for any bill.

If you, or someone you are about to designate, have the Peoples Natural Gas Third Party Notification Program, please fill out this form and mail it to the address listed.

**CUSTOMER TO BE ENROLLED:**

Address: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date: \_\_\_\_\_ Customer Signature: \_\_\_\_\_

**THIRD PARTY:**

Address: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date: \_\_\_\_\_ Third Party Signature: \_\_\_\_\_

Peoples Natural Gas Third Party Notification Program is a service provided by Peoples Natural Gas. Peoples will not be responsible for the address listed. Please call customer service at 1-800-764-0111.

**PEOPLES NATURAL GAS**



PEOPLES  
VIEW

PEOPLES  
1-800-764-0111  
[Peoples-Gas.com](http://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 [f](https://www.facebook.com/peoplesnatgas) [t](https://www.twitter.com/peoplesnatgas) [in](https://www.linkedin.com/company/peoples-natural-gas) [ig](https://www.instagram.com/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.**

OCTOBER 2018

# PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR  
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY

## MOBILE WALLET BILLING OPTION

COVER STORY



[Peoples-Gas.com](http://Peoples-Gas.com)

## 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](http://PEOPLES-GAS.COM/WALLET) TO  
START HAVING YOUR PEOPLES BILL  
DELIVERED TO YOUR APPLE WALLET OR  
GOOGLE PAY ON YOUR SMARTPHONE.



### ATTENTION WEST VIRGINIA CUSTOMERS



The **Dollar Energy Fund**, a non-profit organization, mission is to improve the quality of life for older adults and households experiencing hardships in our area by providing grants to help them stay warm during the winter heating season. For more than 35 years, **Dollar Energy Fund** has provided \$146 million in utility assistance grants for more than 530,000 limited-income families and individuals.

On October 1, 2018, **Dollar Energy Fund** will accept applications from people with limited incomes who make a good faith payment towards their bills. If you or someone you know needs help paying their winter gas bills, please dial **800-400-WARM (9276)**.

Check out our website to learn more about all of the services available to help you: [Peoples-Gas.com/Helpmepay](http://Peoples-Gas.com/Helpmepay)

#### 2018 – 2019 INCOME GUIDELINES

200% Federal Poverty Level

**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 additional person, add	\$720	\$8,640

\* All members of household regardless of age

#### NEED TO LOSE SOME PAPER WEIGHT?

SELECT E-BILLING  
THROUGH YOUR  
E-ACCOUNT TODAY!



**GO PAPERLESS!**  
[Peoples-Gas.com/eBill](http://Peoples-Gas.com/eBill)

## ATTENTION WEST VIRGINIA RESIDENTS

### WV SRRRS PROGRAM



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 Department of Health & Human Resources 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.

**Call 811**  
**Before You Dig –**  
It's Free and it's the Law.



Know what's below.  
Call before you dig.

