

YOUR PRIVACY

You may choose to restrict the release of your account information to natural gas suppliers. If you do not want us to share your basic account information, including your account number, mailing address and/or usage, **there are three ways to contact us:**



Via our internet portal at
peopleseaccount.com

By letter to
Peoples Natural Gas
P.O. Box 535323
Pittsburgh, PA 15253-5323

By phone at 1-800-764-0111

Please note that we will never release your phone number to a NGS. Allow 60 days for processing.

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 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 the next month. The Peoples Natural Gas Third Party Notification Program allows you to designate a third party. This can be a relative, friend, neighbor, or local service agency in order to bill should a need arise for service to your gas meter.

Once we inform the third party, he or she can help to arrange payment to keep your service on. Naturally, we also reserve the right to suspend service if you fail to pay.

If you, or someone you care about, would benefit from the Peoples Natural Gas Third Party Notification Program, please fill out this form and mail it to the address below.

CUSTOMER TO BE ENROLLED:
Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Date: _____ Customer Signature: _____

THIRD PARTY:
Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Date: _____ Third Party Signature: _____

Peoples Natural Gas is a subsidiary of Peoples Energy Services, Inc. Peoples Energy Services, Inc. and Peoples Natural Gas are not responsible for the accuracy of the information provided. Peoples and Peoples Gas are the address above. (Peoples Natural Gas is not a utility company.)

HOW TO SIGN UP WITH A NEW NATURAL GAS SUPPLIER

Once you have shopped and compared Natural Gas Suppliers (NGS), contact the company you selected. They will walk you through the process.

After you select and sign up with a new NGS, Peoples will send you a letter confirming your gas supplier. If you change your mind, you have three days to respond to this letter.



PEOPLES
VIEW

PEOPLES
1-800-764-0111
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

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.



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 to start having your Peoples bill delivered to your Apple Wallet or Google Pay on your smartphone.

OCTOBER 2018

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY



DOLLAR ENERGY FUND

COVER STORY

Details Inside

Peoples-Gas.com



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

200% Federal Poverty Level
Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS 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

2018 – 2019 INCOME GUIDELINES

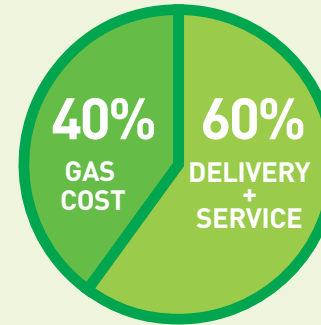
ENERGY CHOICE

Peoples is proud to be your Natural Gas Distribution Company (NGDC), and as an NGDC, we provide two separate services:

- We purchase natural gas for your use.
- We deliver natural gas to your home, which is known as **Delivery Service**.

Through ENERGY CHOICE, our customers are able to purchase natural gas from a variety of competitive Natural Gas Suppliers (NGS) that may be able to offer pricing and special incentives not available from a regulated utility. Customers have had the ability to choose their NGS for about 20 years.

For those to whom we provide both services, the cost of natural gas is about 40% of your total gas bill. Delivery plus Service charges make up the rest.



Whether you choose to purchase your gas from a NGS or from Peoples, Peoples will remain your NGDC. You will continue to be a Peoples delivery service customer, and Peoples will continue to provide you with safe and efficient delivery of your natural gas, high quality customer service, and response to natural gas emergencies.

Energy Choice allows you freedom of choice for purchasing your natural gas supply and Peoples encourages you to compare the natural gas supply options that are available. Additional information on Energy Choice can be found on Peoples' website, **Peoples-Gas.com**.

HOW TO SHOP FOR A NATURAL GAS SUPPLIER

You should select a Natural Gas Supplier (NGS) based on your individual needs. There are a number of approved suppliers for you to choose from. These suppliers are licensed by the Pennsylvania Public Utility Commission.

When you begin shopping for a Natural Gas Supplier, the following websites would be a good place to start, as they carefully track and publish current available rates:

- [Pennsylvania Public Utility Commission's PA Gas Switch site](#)
- [Pennsylvania Office of Consumer Advocate's Residential Consumer's Natural Gas Shopping Guide](#)

PRICE TO COMPARE: PEOPLES CUSTOMERS

The Price Comparison amounts shown on our website represent the cost of the gas commodity that you pay when you buy gas supplies from Peoples. You can use this Price to Compare (PTC) information to compare prices and potential savings with offers from Natural Gas Suppliers.

Peoples cannot recommend a supplier, but we can offer some tips and questions you can follow to find the supplier that best meets your needs. Here are some questions to ask a supplier to make sure you understand what is included in their service agreements:

- Are you a Natural Gas Supplier licensed by the PA PUC?
- What are your prices and how do they compare to the default utility rate?
- Is the natural gas price fixed or will it vary throughout the year?
- Is there a cap on how high the variable rate can be?
- Does the price include all fees and/or taxes?
- What is the length of the agreement?
- What happens after the agreement expires?
- Are there any other fees, such as early termination fees?
- Will I receive one combined bill, including Peoples Natural Gas charges and my supplier's charges, or will I receive two separate bills?
- Do you have a toll-free contact number to handle customer service questions?

