

OCT. 2016

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY



MAKING YOUR LIFE BETTER.

CUSTOMER CHOICE UPDATE

COVER STORY

Details Inside

www.peoples-gas.com

PNG1016

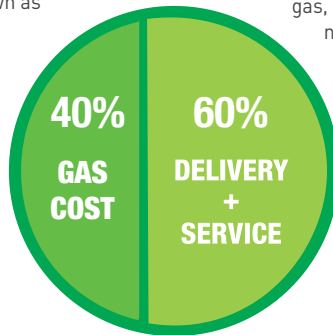
ENERGY CHOICE

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 sites would be a good place to start, as they carefully track and publish current available rates:

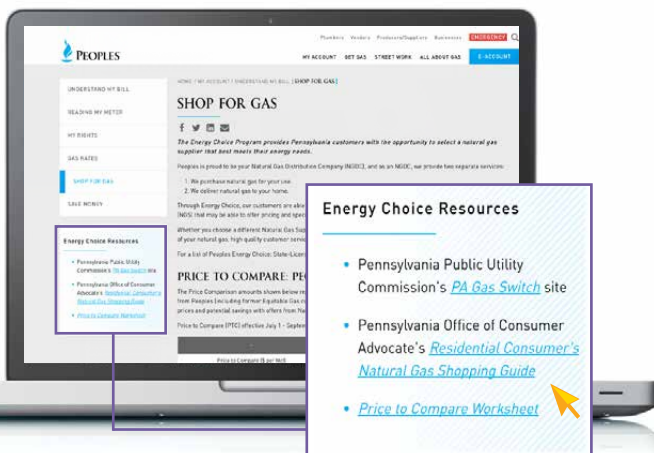
- Pennsylvania Public Utility Commission's PA Gas Switch site
- Pennsylvania Office of Consumer Advocate's Residential Consumer's Natural Gas Shopping Guide

Price to Compare: Peoples Customers

The Price Comparison amounts shown online 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 offer any other products and services?
- Do you have a toll-free contact number to handle customer service questions?



Budget Now for Winter Bills

Our Budget Payment Plan lets you take control of your expenses and avoid the surprise of seasonally high bills.

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. Your account must be paid in full to enroll. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates.

Joining the budget plan is easy. Just call us at 1-800-764-0111 to discuss payment options.

The budget amount may not be the same each month. The budget is reviewed quarterly and may change throughout the year. You may cancel your budget plan at any time.

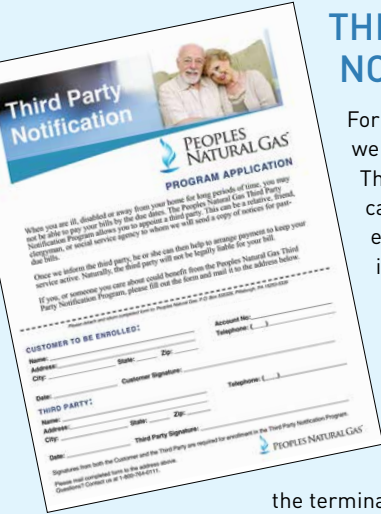


THIRD PARTY NOTIFICATION

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. Please note that both parties must sign the form.



DEAR PEOPLES CUSTOMER:

Customers can choose to buy their gas from suppliers other than Peoples. Natural Gas Suppliers (“NGS”) may offer pricing, programs, or other benefits that are of interest to you. Should you choose an NGS, Peoples will continue to deliver the gas safely to your home as we do today.

In order to provide information to you about their current offerings, potential NGSs may request certain customer-specific information from Peoples in order to buy gas on your behalf. The Pennsylvania Public Utility Commission, therefore, has adopted the following requirements for the release of residential and commercial customer information. We will not release your phone number to a NGS. Peoples may release other customer information as long as the customer first has been given a convenient method of notifying Peoples or the NGS of their desire to restrict the release of the information. You have three options:

- 1. You may choose to restrict the release of all your customer information (account number, name, service address, billing address, rate class, meter read cycle, historical gas usage and whether you currently use a NGS). If you tell us that you want your customer information to be kept private, then we will not release this information to any NGS, or
- 2. You may choose to restrict the release of only your historical gas usage, or
- 3. If you do not wish to restrict release of your customer information to a NGS, you do not need to do anything and your customer information will be provided. Both Peoples and the NGSs are obligated to safeguard the confidentiality of the customer information provided and the exchange of such customer information is done via a secure process.

- To restrict release of your information immediately and conveniently, please register or login at: peopleseaccount.com or detach the mail-back panel and return it by mail to Peoples, allowing 60 days for processing. Please note that you can change your election at any time.
- **Note: You must opt out every time you receive this mailing. Customer telephone numbers will NOT be released under any circumstances.**
- If you are interested in learning more about shopping for natural gas, please visit our website at peoples-gas.com or visit pagasswitch.com.

IF YOU CHANGE YOUR MIND

You may change your mind at any time and decide to restrict your information (or release some or all of it) in the future. Just follow the instructions above or notify us in writing at: Peoples Attn: Customer Service, PO Box 535323, Pittsburgh, PA 15253 or online at peopleseaccount.com



Cut here

SAVE A STAMP!

Register or Login at peopleseaccount.com

Then go to Profile & Accounts; Edit Profile; & make your selection under Consent Agreement.

Do not include with your bill payment! Return by mail to:

Peoples
Attn: Customer Service
PO Box 535323
Pittsburgh, PA 15213-5323

Please allow 60 days for processing.

Name: _____

Service Address: _____

City/State/Zip: _____

Phone Number: _____

Account Number: _____

PLEASE SELECT YOUR CHOICE BELOW

- ☐ I choose to restrict the release of all my customer information.
- ☐ I choose to restrict the release of only my historical gas usage.

NO action is necessary if you do not wish to restrict any of your information

CHOOSE AN OPTION AND MAIL BACK TODAY!



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.**