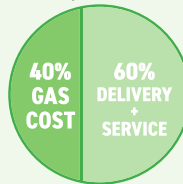


ENERGY CHOICE =YOUR CHOICE

Peoples offers a voluntary Energy Choice program that allows you the option to purchase the natural gas you use from a Pennsylvania Public Utility Commission (PUC) approved Natural Gas Supplier (NGS) instead of from Peoples. Whether you choose to purchase your gas from an NGS or from Peoples, Peoples will remain your Natural Gas Distribution Company (NGDC) and will continue to provide you with safe and reliable service to your home or business, read your meter, provide high quality customer service and respond to natural gas emergencies.

Your natural gas bill is comprised of two main components:

- **Gas Cost** = Peoples buys Natural Gas and sells it to you for whatever price we pay for it.
- **Delivery Service** = Cost of delivering natural gas to your home or business.



The Gas Cost component is the portion of your bill that you can shop for a Natural Gas Supplier to provide. It represents around 40% of your total annual gas bill. The prices charged by an NGS are not regulated by the PUC, and there is no guarantee that you'll save money, but they may offer pricing and special incentives that would fit with your individual needs, such as long term fixed pricing.

When you begin shopping for a NGS, start by checking out the "Shop For Gas" section of our website where you will find a list of approved NGS's, Price to Compare information and FAQ. You will also find a link to the PUC's website, PAGasSwitch.com, which will list all current pricing offers available to you.

HOW TO ENROLL

1. Review list of approved NGS's at peoples-gas.com.
2. Assess the offers and compare prices. Visit the Pennsylvania Public Utility Commission's official shopping website, PAGasSwitch.com, to see what current options and prices are available for your home or business.
3. Consider the contract terms. NGS's require you to agree to contract terms, so you'll want to know the contract length and if any early termination fees exist.
4. Choose your Energy Choice supplier by contacting the NGS that best suits your needs. If you choose not to participate, Peoples will purchase the natural gas for your home or business.

Finding your current charges and Price to Compare:

The Price to Compare (PTC) shown on your bill represents the cost of the natural gas commodity that you pay when you buy your gas from Peoples. You can use this PTC information to compare prices and determine potential savings when comparing with offers from other Natural Gas Suppliers. Remember, Peoples does not make any money on selling you the Gas Cost part of your bill. Whatever Peoples pays for the gas it purchases on your behalf, is exactly the same price at which we sell it to you. Therefore, Peoples adjusts the Gas Cost portion of your bill each quarter to account for what we actually paid for the gas in the past and what we project we will pay in the next quarter.

If you are already enrolled with a NGS, your natural gas price will be on the second page of your gas bill. Look for a line labelled "**Supplier Commodity**". That is the natural gas commodity price (per Mcf) you are being charged by your NGS. Keep an eye on your Supplier Commodity rate from month to month to ensure your NGS is charging you according to your contract terms with them.

Please review your bill carefully and know your Supplier Commodity Charge. For more information—go to peoples-gas.com/shopforgas.

JOHN SMITH			
Account Number	Date Prepared	Next Meter Reading	For Gene
200000000000	Apr 9, 2019	05/09 - 05/10/2019	
Supplier Credits and Charges			
Balance from last bill		\$104.19	
Payment on APR 02, 2019 - Thank You		104.19 CR	
Supplier Balance		\$0.00	
Supplier Commodity 17.2 MCF @ \$X.XXXX		\$00.00	
Supplier Current Charges		\$00.00	
Supplier Account Balance		\$00.00	

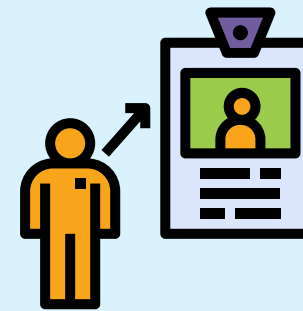
EMERGENCY SERVICE 1-800-400-4271

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.**



MAKING YOUR LIFE BETTER.

Safety. Customer Commitment. Trust. Community.

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
October 2019

CUSTOMER
CHOICE
UPDATE

PNG1019



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.

Third Party Notification

PEOPLES NATURAL GAS PROGRAM APPLICATION

When retired or away from your home for long periods of time, you may not be able to pay your bills by the due dates. The Peoples Natural Gas Third Party Notification Program allows you to designate a third party. This can be a relative, friend, caregiver or someone you trust to help you pay your bills. This copy of notification is your enrollment form.

Once we obtain the third party fee or fee can be held by an agreement to keep your service active. Naturally, the third party will not be legally liable for your bill.

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

CUSTOMER TO BE ENROLLED:
 Name: _____ Account No.: _____
 Address: _____ Telephone: (____) _____
 City: _____ State: _____ ZIP: _____
 Date: _____ Customer Signature: _____

THIRD PARTY:
 Name: _____ Telephone: (____) _____
 Address: _____
 City: _____ State: _____ ZIP: _____
 Date: _____ Third Party Signature: _____

Agreement that both the Customer and the Third Party are required to be enrolled in the Third Party Notification Program. Please mail completed form to the address above. Question? Contact us at 1-800-764-0111.

PEOPLES NATURAL GAS



MAKING YOUR LIFE BETTER.

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 NGS's may request certain customer-specific information from Peoples in order to buy gas on your

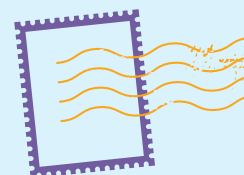
behalf. The Pennsylvania Public Utility Commission, therefore, has adopted the following requirements for the release of residential and commercial customer information. We will not release your phone number to a NGS. Peoples may release other customer information as long as the customer first has been 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 NGS's 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.

Save a stamp!

Make your selection now at peopleseaccount.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.

Do not include with your bill payment!

Return by mail to:

Peoples
 Attn: Customer Service
 PO Box 535323
 Pittsburgh, PA 15253-5323

Please allow 60 days for processing.

Name: _____

Service Address: _____

City/State/Zip: _____

Phone Number: -

Account Number:

CHOOSE AN OPTION AND MAIL BACK TODAY!

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

PNG1019