



## Natural Gas Pipelines Are Safe

The natural gas pipeline network spans the United States and is one of the safest modes of fuel transportation today. The industry invests millions of dollars each year on research and technology to improve the system.

To keep the network safe, the natural gas pipeline industry complies with a broad regulatory program directed by the United States Department of Transportation's Office of Pipeline Hazardous Material Safety Administration. These regulations provide safety standards for the design, construction, maintenance, and testing of natural gas pipeline systems.

Pipeline Integrity Management Programs for transmission and distribution pipelines require operators to continually monitor pipeline integrity and perform risk analysis, especially in highly populated areas. Peoples utilizes preventive measures to reduce the risk of pipeline leaks or failures and to ensure the safe delivery of natural gas to homes and businesses in our service area.

For more information, please visit our website, [peoples-gas.com](https://peoples-gas.com), and select All About Gas/Safety/Pipeline Safety.



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

## EMERGENCY SERVICE

**1-800-400-4271**

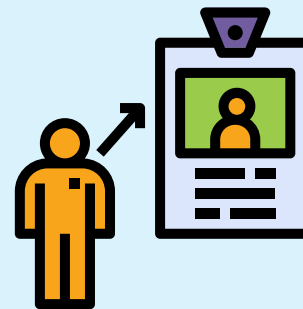
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

**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**

September 2019



West Virginia —  
CUSTOMER NOTICE

**ONE MORE  
MONTH OF  
SUMMER**

KWV0919





Many people consider Labor Day to be the unofficial start of the fall season. The new school year is starting, the weather is getting cooler, and pretty soon, the leaves will begin to fall. But what if you could stay outside even longer and enjoy ... **One More Month of Summer?**

Now could be the perfect time to add a couple of upgrades to your outdoor patio or backyard. You can enjoy **One More Month of Summer** by investing in outdoor natural gas appliances. To learn more, visit [peoples-gas.com/news/summer](http://peoples-gas.com/news/summer).

Consider a natural gas fire pit. Nothing burns cleaner, brighter or longer than a fire fueled by natural gas. At one-sixth the cost of propane, it's perfect for marshmallow roasting! And once a service line is laid, you can hook up many different appliances and fixtures. Remember, you should always hire a certified plumber or contractor to ensure that your new appliances are installed correctly.

Whether you're upgrading from a propane grill to a natural gas grill for more convenient cooking, or building the ultimate backyard patio with natural gas heat, you can increase your efficiency, save money, and create your signature style. And above all, you can kick back, relax, and enjoy **One More Month of Summer**.



To learn more about investing in outdoor natural gas appliances, visit [peoples-gas.com/news/summer](http://peoples-gas.com/news/summer).

## Safety First For Gas Appliances

We are proud that you have chosen to heat your home or water with natural gas, a clean, abundant and efficient natural resource. With any gas appliance, there are certain safety precautions that should be taken:



### WHAT YOU SHOULD NOT DO:

- **DO NOT store flammable products such as gasoline, solvents or adhesives in the same room or area near a water heater and always keep combustible material at a safe distance away from gas fired equipment.** Make sure that your gas fired appliances have plenty of air to allow for proper operation.

### WHAT YOU SHOULD DO:

- **DO monitor your water heater temperature.** Hot water can scald! Our technicians are trained to return your hot water setting to the temperature at which it was set before they checked or re-lit the appliance. However, it is always wise for you to re-check this setting after the heater has been serviced. Lowering your temperature setting can prevent scalding accidents and lower your energy costs. Water temperatures above 125° F can cause severe burns or even death. Households with small children, disabled or elderly persons may require a lower thermostat setting to prevent contact with hot water. Please refer to your water heater manufacturer's recommendation for safe water heater temperature settings.
- **DO check outdoor appliance exhausts year-round.** Some furnaces are vented with PVC pipe to the outdoors. If the vent becomes blocked, an emergency switch should stop the furnace from running. However, it is wise to periodically check the vent opening. This is particularly important in cold weather, as snow or ice can build up and block the opening. Recently, invasive brown marmorated "stink bugs" have been cited as the cause for some furnace vent problems, as they enter through the PVC piping looking for warmth or a place to hibernate. Never try to put any covering (such as mesh or netting) over the openings in an attempt to block insects; any restrictions may affect proper operation. Following the manufacturer's recommendations and regular inspections by a qualified appliance professional are recommended and will help assure safe operation.

## 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, lights 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

## 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.