



## 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 Pipeline Hazardous Material Safety Administration division. 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 [www.peoples-gas.com/pipeline-safety](http://www.peoples-gas.com/pipeline-safety).

## Additional Help

Additional help may be available for your housing, food and utility needs. **United Way's 211** service can refer you to other aid programs. If you or a loved one needs assistance, please call 211 today.



## EMERGENCY SERVICE

### 1-800-400-4271

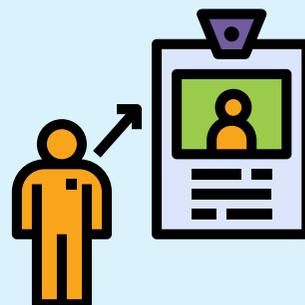
Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week. If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, leave the area immediately and then call us at **1-800-400-4271**.

**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.



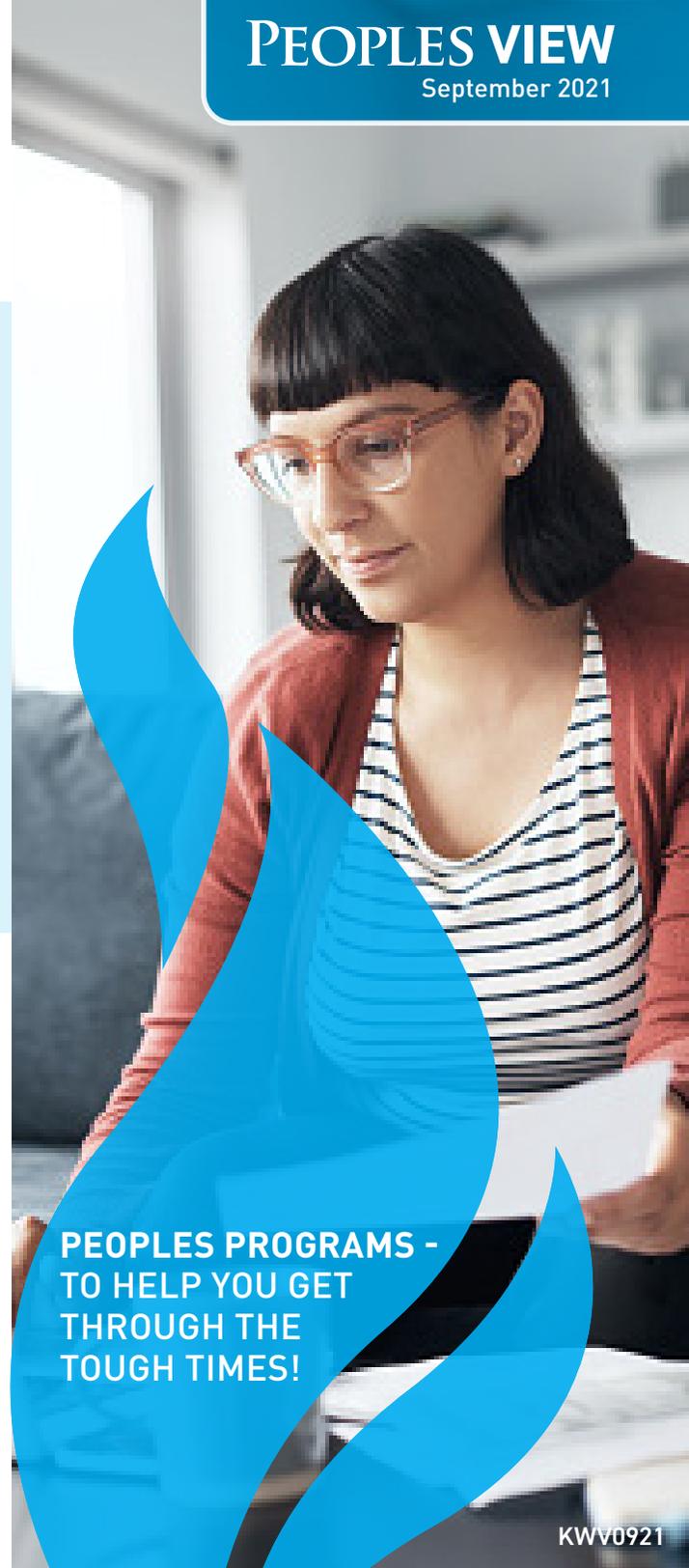
ALL Peoples employees carry an ID card with their name, photo and the Peoples logo. Also, look for a vehicle with the Peoples logo. **Please contact customer service at 1-800-764-0111 with any questions or concerns.**



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 PROGRAMS -  
TO HELP YOU GET  
THROUGH THE  
TOUGH TIMES!**

# PEOPLES PROGRAMS - TO HELP YOU GET THROUGH THE TOUGH TIMES!

We understand that many people are struggling right now. Please know that you are not alone, and we are here to help in any way we can. There are various tools and programs to help you:

**BUDGET BILLING:** Budget Billing gives you more predictability with your gas bill. The budget plan is your gas consumption averaged over a twelve month period, calculated by comparing past usage for your home with projected weather conditions and rates. You can leave Budget Billing at any time; however when you unenroll, your account balance will be due in full.

**PROGRAMFINDER:** Use our anonymous and confidential ProgramFinder at [peoples-gas.com/helpmepay](http://peoples-gas.com/helpmepay) to find out if you're eligible for Peoples customer support programs. It's a one-stop approach to finding help with your utility bills.

**DOLLAR ENERGY FUND (WEST VIRGINIA RESIDENTS):** The Dollar Energy Fund provides grants to people with limited incomes who make a good faith payment towards their bills.

**MOUNTAINEER RENTAL ASSISTANCE PROGRAM:** The West Virginia Housing Development Fund is now offering the Mountaineer Rental Assistance Program ("MRAP") to provide help with both rent and utility payments. To learn more about MRAP and how to apply for assistance, visit [www.peoples-gas.com/rent](http://www.peoples-gas.com/rent). The MRAP runs until all of the funds are exhausted. **Note: You must identify your utilities by name on the application.**

**WEST VIRGINIA SRRRS PROGRAM:** The Special Reduced Rate Residential Service Program is a program established by the state and administered by the WV Dept. of Health & Human Resources (DHHR). Eligible participants receive a 20 percent discount on their utility bills (gas, electric and/or water) during the months of November through March. DHHR mails applications in October and customers must re-apply each year.

If you're going through a difficult time because of a loss of income or other challenges, please visit our website, [peoples-gas.com/helpmepay](http://peoples-gas.com/helpmepay), call us at 1-800-764-0111 or email us at [contactus@peoples-gas.com](mailto:contactus@peoples-gas.com), and we'll provide you with some options.

## 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, electric 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/thirdparty](http://peoples-gas.com/thirdparty). 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 bills by the due date. The Peoples Natural Gas Third Party Notification Program allows you to designate a third party. This can be a relative, friend, caregiver, or social service agency to whom we will send a copy of notices for past due bills.

Once we inform the third party, he or she can then help to arrange payment to keep your service active. Monthly, the third party will receive a copy of 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.

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**CUSTOMER TO BE ENROLLED:**

Name \_\_\_\_\_ Account No. \_\_\_\_\_  
Address \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone (\_\_\_\_) \_\_\_\_\_  
City \_\_\_\_\_

**THIRD PARTY:**

Name \_\_\_\_\_ Customer Signature \_\_\_\_\_  
Address \_\_\_\_\_ Telephone (\_\_\_\_) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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

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