

## Safety First With: Gas Water Heaters

Thank you for being a Peoples Natural Gas customer. You have made a good decision! Natural gas is safe, abundant, efficient and the cleanest-burning fossil fuel. For your continued safety, it's important you take proper care with your gas service.

### 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. 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 temperature 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. Invasive brown marmorated "stink bugs" have been cited as the cause for some furnace vent problems, as they enter through 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 scheduling regular inspections by a qualified appliance professional will help assure safe operation.

## 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.

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Pennsylvania  
Get Connected. Get Help.™



United Way  
of Pennsylvania



Peoples Emergency Service:  
**1-800-400-4271**

**AVAILABLE 24/7/365**

Peoples works around the clock to provide you with safe, reliable, and affordable natural gas. If you think you smell gas, suspect a leak, or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.

## Ask to See ID

Always ask for ID when a Peoples Customer Service employee visits your home.

All Peoples employees drive Peoples-marked vehicles and carry a photo ID with their name and the Peoples logo on it. 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

f x i @PeoplesNatGas

# PEOPLESVIEW



## Your Keep Warm Checklist

SEPTEMBER 2025



www.peoples-gas.com





## Introducing Your New Intelis 250 Meter

As part of Peoples' ongoing commitment to safety and reliability, we are replacing customer meters throughout our service territory. More than 60,000 customers have received a new Intelis meter since August 2024. The meters use ultrasonic technology and are designed by the manufacturer to shut off the gas in your home if it detects unusually high volumes of gas or extreme temperatures, potentially indicating a hazardous situation.

All meters currently in operation are safe, and changing meters is a routine part of Peoples' work. Our skilled technicians handle the installation process, which involves turning off gas service for a short time. After installing the new meter, the technician will relight your appliances and do a safety check. You will need to be home so our technician can light the appliances and confirm everything is safe. This process typically takes less than an hour. Peoples employees carry identification and work from company vehicles – so for your safety, don't hesitate to **Ask to See ID** before admitting a technician into your home.

**Once the Intelis meter is installed, you should not notice any difference in your gas service.**

**Visit [peoples-gas.com/intelis\\_meter](https://peoples-gas.com/intelis_meter) for more information.**



## DON'T FORGET TO CHECK THESE BOXES... YOUR KEEP WARM CHECKLIST:

- ✓ **DIAL: 800-400-WARM (9276)**
- ✓ **APPLY FOR CAP**
  - An affordable bill based on household income.
  - Earn monthly credits to reduce your balance faster.
- ✓ **APPLY FOR DOLLAR ENERGY FUND**
  - A grant that helps you pay your gas bill.
- ✓ **LEARN ABOUT LIHEAP**
  - A federally funded grant program that provides a grant directly to your gas bill account.



## Third Party Notification



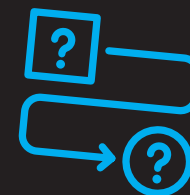
For retirees on the go, as well as for caregivers, our Third Party Notification can provide an alert in the event that gas service is in danger of being terminated. A friend, relative or other third party can agree to be notified of a possible service termination. The third party receives a copy of the 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](https://peoples-gas.com/thirdparty).**

**Fill out the form and mail it to the address listed.**

## You Have A Choice

Did you know that Energy Choice is available to Pennsylvania utility customers?



You do not have to purchase your natural gas from Peoples. The Energy Choice Program provides you the option of purchasing your natural gas from a state approved supplier. Visit [peoples-gas.com/shopforgas](https://peoples-gas.com/shopforgas) for additional details, or visit the Pennsylvania Gas Switch website, [pagasswitch.com](https://pagasswitch.com), for a list of natural gas suppliers and current offers.

**Peoples Residential Price to Compare ("PTC") as of July 1, 2025 is \$3.00 (per Mcf)**



## 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 [peoples-gas.com/pipeline-safety](https://peoples-gas.com/pipeline-safety).**