

## IF YOU SEE GAS THEFT

Stealing natural gas from our system is not only illegal, but dangerous. It puts bystanders at risk and increases the cost of gas for everyone. If you suspect someone is stealing, email us at the address below. Your identity will be kept confidential.

**EMAIL US AT: [GASTHEFT@PEOPLES-GAS.COM](mailto:GASTHEFT@PEOPLES-GAS.COM)**



**It's Just Three  
Numbers, but Could  
Save your life**

**[www.call811.com](http://www.call811.com)**



## Avoid Hazards

**What to Do if You Suspect a Leak**

### **WHAT YOU SHOULD NOT DO IF A LEAK OCCURS:**

- **DO NOT** touch, breathe or make any contact with a leak
- **DO NOT** light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark
- **DO NOT** attempt to extinguish any fire
- **DO NOT** attempt to operate any valves
- **DO NOT** open your garage door or attempt to start your vehicle

### **WHAT YOU SHOULD DO IF A LEAK OCCURS:**

- **DO** leave the home, building and area of the suspected leak, and get to a safe area
- **DO** call our emergency hotline, which answers 24-hours a day at 1-800-400-4271
- **DO** call 911 to notify police and fire officials
- **DO** warn others to stay out of the area



## 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](http://peoples-gas.com)**

Individuals with Hearing Loss  
Call **711** or **1-800-654-5988** TTY# **1-800-654-5984**

   **@PeoplesNatGas**



# PEOPLESVIEW

## What's My Financial Responsibility For My Gas Lines?

**AUGUST 2023**



**[www.peoples-gas.com](http://www.peoples-gas.com)**

## What's that Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:

### By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

### By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

### By Sound

Natural gas leaks may make a hissing or high-pitch whistling noise.

**If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-400-4271.**



## 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, 2023 is \$1.2337 (per Mcf)**



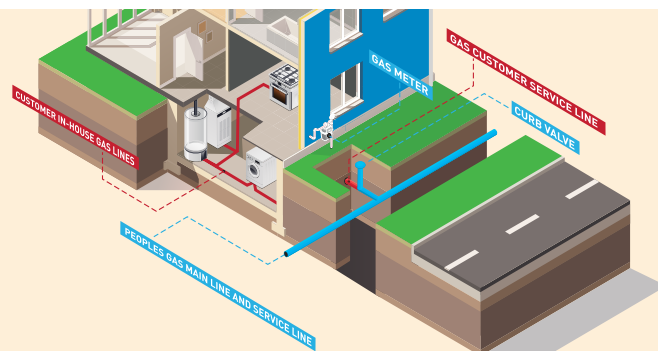
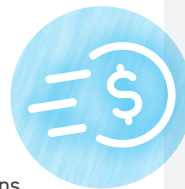
## What's My Financial Responsibility for My Gas Lines?

**Natural gas travels through miles of pipeline and regulating stations to reach your home.**

Outside your home, gas is delivered from Peoples' **main line**, which is usually in or next to the street. Our main line connects with the **customer service line**, which carries the gas to your home's gas meter.

After being measured by the gas meter, the gas flows into your **house line**, which carries the gas to your **natural gas appliances**.

Peoples is responsible for surveys, safety inspections, and emergency investigations for gas lines inside and outside of your home. When one of these activities results in a failure or leak on the customer's portion of the gas lines inside or outside of your home – which are the customer service line, house line, and gas appliances – it is the customer's responsibility to schedule those repairs with a qualified installer and to cover the cost of those repairs. In addition, the installation of any new customer service lines, house lines, and gas appliances is also the customer's responsibility to schedule and pay for.



If your customer service line, house line, or gas appliance needs to be repaired or replaced, make sure the work is performed by a qualified installer. After the work is complete, following all rules and regulations, the installer must call Peoples so that we can test the line and complete our safety inspection. The qualified installer must also submit a "Service Installation Record (SIR)," available online as a mobile app. If the SIR is missing or incomplete, we cannot restore your gas service.

**A free Installation Guide can be downloaded at [peoples-gas.com/plumbers](https://peoples-gas.com/plumbers).**

## 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 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. Recently, 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 regular inspections by a qualified appliance professional are recommended and will help assure safe operation.