

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 instead of from Peoples. Whether you choose to purchase your gas from a Natural Gas Supplier 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 comprises 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. The prices charged by a Natural Gas Supplier 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 Natural Gas Supplier, start by checking out the "Shop For Gas" section of our website, where you will find a list of approved Natural Gas Suppliers, Price to Compare information and FAQs. 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 Natural Gas Suppliers 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. Natural Gas Suppliers 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 Natural Gas Supplier 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 Natural Gas Supplier, 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 National Gas Supplier .

CUSTOMER NAME			
STREET			
CITY, STATE, ZIP CODE			
Account Number	Date Prepared	Next Meter Reading	
200000000000	Apr 4, 2022	05/04 - 05/05/2022	
Supplier Credits and Charges			
Balance from last bill			\$404.09
Payment on MAR 16, 2022 - Thank You			404.09 CR
Supplier Balance			\$0.00
Supplier Commodity Charge 14.7 MCF @ \$x.xxxx			\$0.00
Supplier Current Charges			\$0.00
Supplier Account Balance			\$0.00

Keep an eye on your Supplier Commodity rate from month to month to ensure your National Gas Supplier 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.



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**

[f](https://facebook.com/PeoplesNatGas) [t](https://twitter.com/PeoplesNatGas) [i](https://instagram.com/PeoplesNatGas) @PeoplesNatGas [y](https://youtube.com/Peoples) @Peoples



PEOPLESVIEW

Customer Choice Update

OCTOBER 2022



www.peoples-gas.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

PNG - 1022



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.

01

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 Natural Gas Supplier). If you tell us that you want your customer information to be kept private, then we will not release this information to any National Gas Supplier,

or

02

You may choose to restrict the release of only your historical gas usage,

or

03

If you do not wish to restrict release of your customer information to a Natural Gas Supplier, you do not need to do anything, and your customer information will be provided. Both Peoples and the Natural Gas Suppliers 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.



Dear Peoples Customer,

Customers can choose to buy their gas from suppliers other than Peoples. Natural Gas Suppliers may offer pricing, programs, or other benefits that are of interest to you. Should you choose a Natural Gas Supplier, 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, a potential Natural Gas Supplier 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 Natural Gas Supplier.** Peoples may release other customer information as long as the customer first has been given a convenient method of notifying Peoples or the National Gas Supplier of their desire to restrict the release of the information. You have three options:

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.

Save a stamp! Make your selection now at peopleseaccount.com



Budget Now for Winter Bills

Our Budget Billing lets you take control of your expenses and avoid the surprise of seasonally high bills.

The budget plan is your yearly gas usage averaged over a twelve-month period. This allows you to pay a more consistent amount throughout the year. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Peoples will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

Joining Budget Billing is easy! Sign up online at peopleseaccount.com or call us at 1-800-764-0111.

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.

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

