



Hope Gas Transition Message

To our valued Peoples Gas WV customers:

You may be aware that Hope Gas has agreed to buy Peoples Gas WV LLC. This means that Hope will own and be responsible for all aspects of the supply of natural gas to your homes and businesses once the sale is finalized. Both companies expect the sale to close soon. You will be notified when the transaction is officially closed and you become a Hope Gas customer.

It is our top priority throughout this process for both companies to ensure a seamless customer experience with minimal impact as a result of the sale. Both Peoples' and Hope's teams are focused on continuing to provide you clean, safe and reliable natural gas service. While you will officially become a Hope Gas customer upon the closing of the sale, there will be a transition period of up to 12 months from the closing date. Here are some important points for you to note during the transition:

First and foremost, **your gas emergency hotline number is still 1-800-400-4271**. Please call this number if you smell gas, encounter a damaged line or gas leak, or experience symptoms of carbon monoxide poisoning. If you smell gas, do not attempt to locate the leak. Please leave the building immediately without touching any electrical switches or appliances. Call our emergency hotline and 911 when you are a safe distance away.

If you pay online through your bank, you do not need to update your payment information at this time. Similarly, if you pay by check, please continue making your check payable to Peoples. We will notify you directly when the time comes to make payments to Hope Gas.

Finally, after the sale closes, you will likely still see the Peoples logo in certain locations. For instance, you may still see Peoples vehicles in your community, and your E-Account will retain the Peoples logo. You will notice over time the Peoples logo being replaced with Hope branding. You will be notified when the transition period between Peoples and Hope comes to an end.

Peoples Gas WV has been honored to serve you, and Hope Gas looks forward to welcoming you! Thank you for your patience during this transition. If you have further questions, please contact Peoples Gas WV customer service at **800-764-0111**, Monday through Friday from 7:00 a.m. - 5:00 p.m. or email us at contactus@peoples-gas.com for further information.



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.



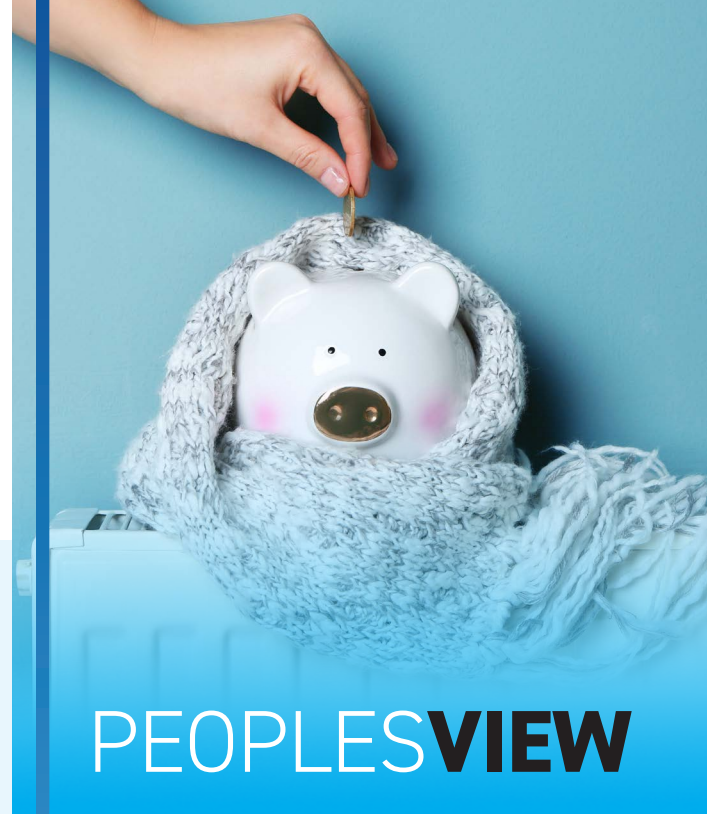
PEOPLES™

An  Essential Utilities Company

1-800-764-0111 • peoples-gas.com

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

   @PeoplesNatGas



BUDGET NOW FOR WINTER BILLS

OCTOBER 2023



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www.peoples-gas.com



Call 811 Before You Dig. It's a
Free Call to 811 and It's the Law!
www.call811.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.



The Dollar Energy Fund is a non-profit organization whose mission is to improve the quality of life for older adults and households experiencing hardships in our area, by providing grants to help them stay warm during the winter heating season. For more than 40 years, Dollar Energy Fund has provided \$245 million in utility assistance grants for more than 811,500 limited-income families and individuals.

If you or someone you know needs help paying their winter gas bills, please dial **1-800-400-WARM (9276)**, or visit our website at peoples-gas.com/helpmepay.

2023 - 2024 INCOME GUIDELINES

150% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,823	\$21,870
2	\$2,465	\$29,580
3	\$3,108	\$37,290
4	\$3,750	\$45,000
5	\$4,393	\$52,710
6	\$5,035	\$60,420
For each additional person add	\$642	\$7,710

*All members of household regardless of age

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 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) for recipients sixty years of age or older
- WV Works program (Temporary Assistance for Needy Families - TANF)
- Active utility service from November through March

Please mail your signed SRRRS form to:

**Peoples, Attn: Customer Relations,
375 North Shore Drive, Pittsburgh, PA 15212**

Please do not mail your signed form
in your payment envelope.