



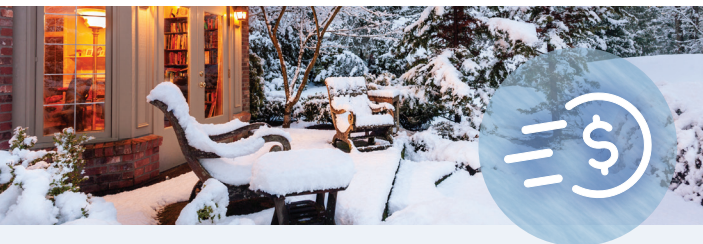
Call 811 Before You Dig. It's a  
Free Call to 811 and It's the Law!  
[www.call811.com](http://www.call811.com)

## 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.



United Way  
of Kentucky



## Budget Now for Winter Bills

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

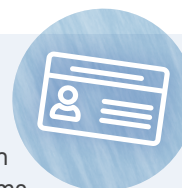
The budget plan is your yearly gas usage averaged  
over a twelve-month period. This allows you  
to pay a more consistent amount throughout  
the year. Peoples calculates your budget by  
comparing past usage information for your home  
with projected weather conditions and rates. To  
prevent any shortages 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](http://peopleseaccount.com) or call us at 1-800-764-0111.**

## EMERGENCY CONTACT INFORMATION TO REPORT AN EMERGENCY 24 HOURS A DAY, CALL **1-800-400-4271.**

### Ask To See ID



Remember to always ask to see ID when  
a Delta service employee visits your home.

In order to give you peace of mind, Delta 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 Delta employees carry an ID card with their name,  
photo and the Delta logo. Also, look for a vehicle with  
the Delta logo. **Please contact customer service at**  
**1-800-764-0111 with any questions or concerns.**



DELTA NATURAL GAS  
COMPANY, INC.

[deltagas.com](http://deltagas.com)

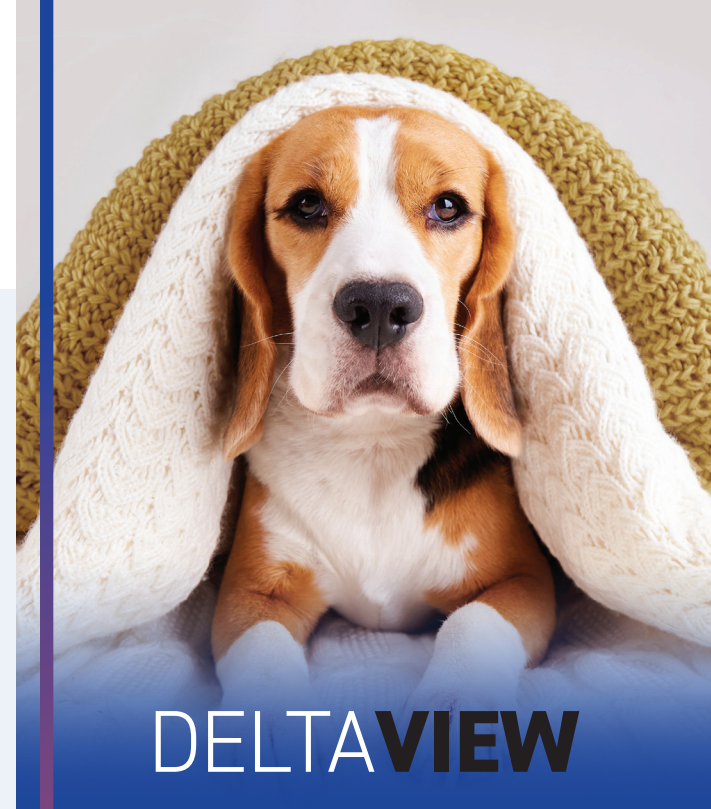
3617 Lexington Rd. Winchester, KY 40391  
Telephone: (888) 427-7335 • Fax: (859) 744-3623



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



## Budget Now For Winter Bills

SEPTEMBER 2023



PEOPLES™  
An Essential Utilities Company



DELTA NATURAL GAS  
COMPANY, INC.

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

## Natural Gas Pipelines Are Safe

The natural gas 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 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 failure 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).



## 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.**

## Keep Meters Clear

Please remember that your natural gas meter must be accessible to read in case of emergency. Keep a three-foot clearance in front of your meter with grass and bushes trimmed back so the dials and safety valve are visible.

**You can keep yourself and our meter readers safe by following these simple guidelines:**

- **Keep bushes** and poisonous plants trimmed back so the dials are visible to read. If we can't get close enough to read the meter, we will estimate your bill.
- **Call 811** to have underground utilities marked before digging.
- **Do not drape** hoses on or tie pets to the meter.
- **Plant trees, shrubs and plants** far enough away for future growth to allow space for routine and/or emergency maintenance work, and to prevent roots from damaging your gas service line.
- **Do not obstruct the meter** or regulator (if applicable) with boxes, vehicles, a deck, or other equipment which would impact the ability to service the meter.
- **Be careful** when mowing or weed-whacking around the meter.
- **Do not attempt** to service or maintain a meter yourself.

