

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.



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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West Virginia



United Way
of West Virginia



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

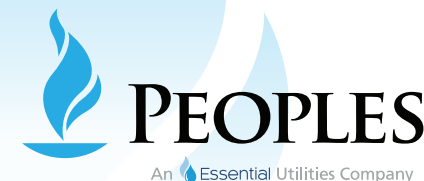
Individuals with Hearing Loss
Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

@PeoplesNatGas



Hope Gas Transition Message

SEPTEMBER 2023



www.peoples-gas.com



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 12-month transition period, from date of close. 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.

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.



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 return your completed SRRRS form to:

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

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.



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 www.peoples-gas.com/pipeline-safety.

