

## 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](http://www.peoples-gas.com/pipeline-safety).

## Avoid Hazards

### What to Do if a Leak is Suspected

#### WHAT YOU SHOULD NOT DO:

- **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:

- **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

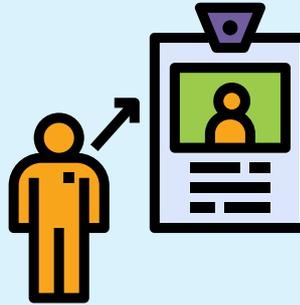
## EMERGENCY SERVICE 1-800-400-4271

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.**



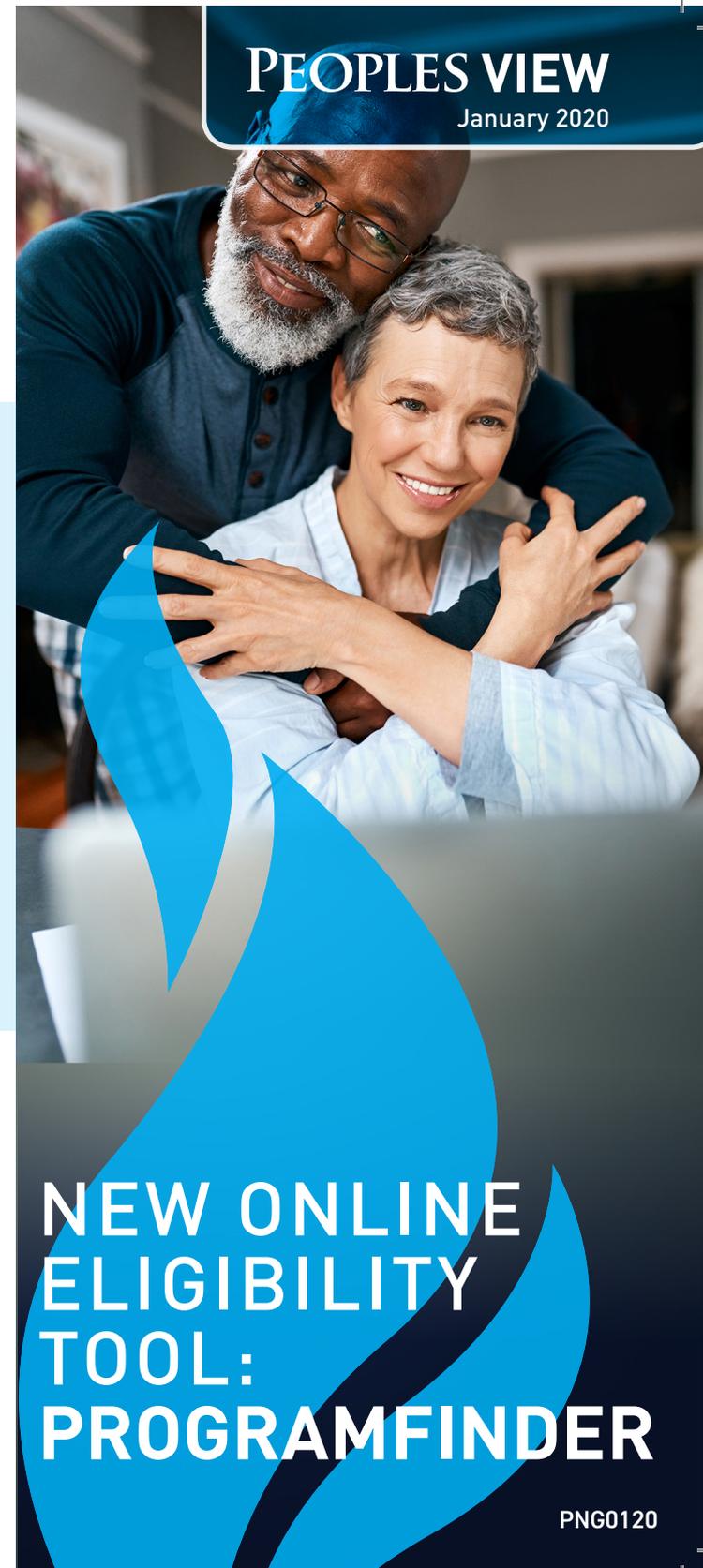
MAKING YOUR LIFE BETTER.  
Safety. Customer Commitment. Trust. Community.

1-800-764-0111  
Peoples-Gas.com

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

@peoplesnatgas

PEOPLES VIEW  
January 2020



NEW ONLINE  
ELIGIBILITY  
TOOL:  
PROGRAMFINDER

PNG0120

# New Online Eligibility Tool – “ProgramFinder”

This winter heating season, **we’ve made it easier to find out if you’re eligible** for Peoples’ customer support programs by using our new ProgramFinder tool. The confidential ProgramFinder is located on our website, [peoples-gas.com/helpmepay](https://peoples-gas.com/helpmepay), as a one-stop approach to finding help with your utility bills.



**Peoples Customer Assistance Program (CAP)** is an affordable monthly payment plan, based on income, for customers who meet income guidelines. Participants make reasonable payments to maintain gas service and can earn credits to reduce their balance each month.

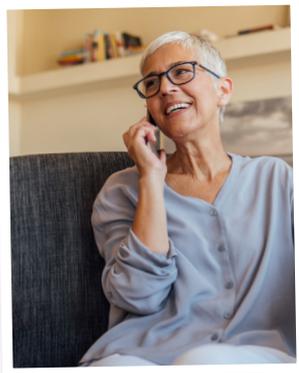
**Dollar Energy Fund (DEF)** provides grants to people with limited incomes who make a good faith payment toward their bills.

The **Low Income Home Energy Assistance Program (LIHEAP)** provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill.

If you know of someone who might need assistance with their winter heating bills, please have them check out our website to learn more about all the services available to them at [Peoples-gas.com/helpmepay](https://Peoples-gas.com/helpmepay) or call **1-800-400-WARM (9276)**.

## 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.



## Carbon Monoxide and Safety in Your Home

Carbon monoxide (CO) is an odorless, colorless and potentially dangerous gas produced when fuel is burned without enough air for complete combustion. In large amounts, CO can cause headaches, unconsciousness, brain damage and even death.

### Possible Symptoms When CO is Present:

- Headaches
- Irregular breathing
- Drowsiness/fatigue
- Overall paleness
- Nausea
- Very red lips and ears

### WHAT YOU SHOULD DO RIGHT AWAY:

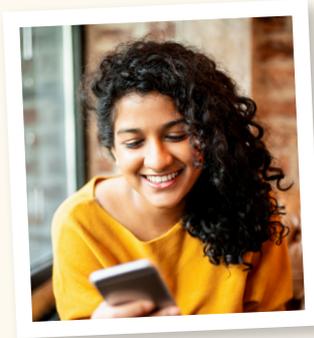
- Open windows and doors
- Move outside
- Call 911 or your local fire department

### Steps You Can Take to Prevent CO:

- Have appliances checked annually by a certified heating contractor.
- Make sure your chimney is clean and free of obstructions.
- Keep air vents for your gas appliances clear.
- Never use a gas oven or stovetop for heating your home.
- Do not use portable charcoal or propane grills indoors.
- Do not run an automobile or gasoline engine in an enclosed space.
- Use properly installed space heaters that are approved by local fire codes.
- Check fireplaces for closed or blocked flues.
- Periodically check range pilots for carbon build up.
- Use a plug-in carbon monoxide monitor.

## Peoples E-Account Update

Peoples has upgraded its Peoples e-Account portal. The new e-Account offers a faster, mobile-friendly experience for our customers. You will be able to view and pay your bill, track your usage, sign up for e-Billing, and more!



### What about the app?

The previous e-Account app is no longer active. You must download the new app from Google Play or the App Store. You can use your existing e-Account username and password to login.

If you have any questions about the new Peoples e-Account, **please visit our website at [peoples-gas.com/eaccount](https://peoples-gas.com/eaccount) to learn more or contact us at 800-764-0111.**



## Keep Your Furnace Healthy

Keep your furnace performing at its best with an annual furnace check-up.

Have your furnace and other gas appliances inspected by a qualified professional when cold temperatures arrive.

An inspection helps ensure reliable heat and can prevent potential problems.

Your contractor should:

- Test the thermostat.
- Check the flue.
- Visually inspect the heat exchanger, motor and vents.
- Check the pilot light, unless your furnace features pilotless ignition.
- Lubricate the blower motor.

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold-air returns clean and clear of furniture and draperies to help the air flow properly.

