



Call 811 Before You Dig

It's a Free Call and It's the Law! • www.call811.com



You Have A Choice

Did you know that as a Pennsylvania utility owner, you can choose your natural gas supplier through the Energy Choice program? Learn more at peoples-gas.com/shopforgas or visit pagasswitch.com for a listing of state-approved suppliers.



It's Construction Season!

Peoples is upgrading its pipeline infrastructure to create a safer, more reliable natural gas distribution system. You can visit peoples-gas.com/futurework to see if we will be in your neighborhood.



Peoples Emergency Service: 1-800-400-4271

AVAILABLE 24/7/365

Peoples works around the clock to provide you with safe, reliable, and affordable natural gas. If you think you smell gas, suspect a leak, or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.



Ask to See ID

Always ask for ID when a Peoples Customer Service employee visits your home.

All Peoples employees drive Peoples-marked vehicles and carry a photo ID with their name and the Peoples logo on it. 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



PEOPLESVIEW



Make Your Backyard the Place to Be this Summer

JUNE 2025



www.peoples-gas.com

Make Your Backyard the Place to Be this Summer

Natural gas appliances are an easy and creative way to make your backyard the place to be this summer!

- + **Natural gas grills, ranges & pizza ovens** create instant, evenly distributed heat. Plus, you never have to worry about running out of propane or the power going out.
- + **Natural gas fire pits, patio heaters, and lamps** add ambiance and comfort to your outdoor living space.
- + **Natural gas pool heaters** can save you money! A high-efficiency gas pool heater can be up to 95% efficient and will heat the water quickly, while maintaining the temperature regardless of the weather outside.

Turn your backyard into an oasis this summer with your signature style. Natural gas is the clear choice for the ultimate backyard experience! And best of all, you can kick back, relax and enjoy **Summer**.



Need To Lose Some PAPER Weight?



With Peoples e-Billing, your bill is delivered to you electronically, without all of that paper. It saves you time, while also saving trees!

Visit peoples-gas.com/eBill to sign-up today!



Natural Gas Meter Safety

Keep your natural gas meter accessible for safety and emergencies by following these guidelines:

- + **Maintain** a three-foot clearance from the meter. Your gas meter needs to always be visible and accessible.
- + **Keep** trees, shrubs, and plants far enough away from your meter to prevent future interference. **Obstructed gas meters may result in estimated bills.**
- + **Use** caution when mowing or trimming near the gas meter.
- + **Do not** drape hoses on or tie pets to the gas meter.
- + **Avoid** blocking the gas meter with vehicles, house or pool decks, and/or other equipment.
- + **Never** attempt to service the gas meter yourself.
- + **Always** call 811 before digging to have underground utilities marked.

Trust Your Senses

Natural gas leaks are rare, but they can happen. Trust your senses!

- Smell** Natural gas is odorless. We add a sulfur-based odorant to give it a rotten egg smell.
- Sight** Discolored soil or dead vegetation near a pipeline may indicate a leak.
- Sound** Natural gas leaks may make a hissing or high pitch whistling noise.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call 911 and our emergency number at 1-800-400-4271.



WHAT IS A CROSS BORE?

A cross bore occurs when a new underground utility unintentionally intersects an existing one, potentially compromising both.

+ Why It Matters:

In rare cases, a gas line may cross through a sewer pipe. If a plumber unknowingly cuts a gas line while clearing a blockage, natural gas could enter the sewer system—creating a serious hazard.

+ How It Happens:

Utilities often install new lines using trenchless methods to avoid surface damage. However, this method can accidentally penetrate existing sewer or drain lines.

+ Sewer Cleaning Risks:

Rooter equipment can damage buried utilities or be misdirected if a sewer wall collapses. To stay safe, plumbers should always assume a blockage could involve a cross bore.

For questions or concerns, contact Peoples at **866-863-6266** or damageprevention@peoples-gas.com. Learn more at peoples-gas.com/crossbores.