

IF YOU SEE GAS THEFT

Stealing natural gas from our system is not only illegal, but dangerous. It puts bystanders at risk and increases the cost of gas for everyone. If you suspect someone is stealing, email us at the address below. Your identity will be kept confidential.

EMAIL US AT:

GASTHEFT@PEOPLES-GAS.COM

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 temperatures 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 the 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.

EMERGENCY SERVICE

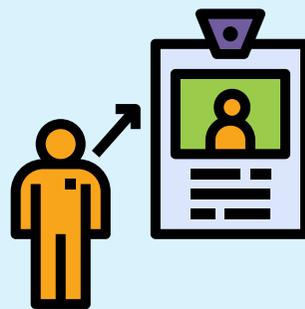
1-800-222-5101

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 **1-800-222-5101**.
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 1-800-222-5101 with any questions or concerns.**



An Essential Utilities Company

1-800-222-5101
Peoples-Gas.com

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

@peoplesnatgas     

PEOPLES VIEW

August 2020



PEOPLES LINE
PROTECTION
PROGRAM



Call 811

Before You Dig

It's a Free Call to 811 and It's the Law!

Peoples Line Protection Program

Did you know that you are responsible for the gas, water, and sewer lines to your home and the lines inside your home, too? Don't worry! Peoples has a program in place to give you peace of mind and help you save thousands of dollars in repairs. This is what customers who have utilized our program have to say:

"From my initial call to your office through the excellent service provided by your preapproved plumber, I am completely satisfied! Service was fast, effective and the plumber and helper even cleaned up around the drain. Thank you, Peoples!"

"I couldn't be more satisfied! The whole process never gave me one ounce of worry! From the time the guys in the field noticed the leak to the final hook-up was flawless, well planned, and the contractors were courteous and professional and very informative on what was going to happen. Thank you!"

"Very happy with the service received--worth every penny we pay monthly. We will continue to do so! Thank you so much! We have told quite a few people about the Peoples Line Protection Program through our experience. Well done!"

Don't get caught unprotected and unprepared when something happens to your service lines. We're here to help you be ready! Learn more about the Peoples Line Protection Program at www.peoples-gas.com/protection or call **1-866-215-1610** to enroll and protect yourself from costly repairs.

What's My Service Line Responsibility?

Natural gas travels through miles of pipeline and regulating stations to reach your home.

Outside your home, gas is delivered from Peoples' main line, which is usually in or next to the street, through a company service line to a point at or near your property line. Here, the company's service line connects with the customer service line, which carries the gas to the gas meter.

After being measured by the gas meter, the gas flows into your house line, which carries the gas to your natural gas appliances. In most cases, Peoples' maintenance responsibility ends around your property line at the point where the Peoples' service line connects with the customer's service line. Repairs to the customer's service line, house line, and gas appliances are the customer's responsibility.



If your customer service line needs to be repaired or replaced, make sure the work is performed by an Operator Qualified installer. This means an installer who has met federal training and testing requirements. A list of Operator Qualified installers can be found at peoples-gas.com/plumbers. After the work is complete, the installer must call Peoples for a leak test.

The installer must also sign and submit a "Service Installation Record." If the paperwork is missing or incomplete, we cannot restore your gas service. A free Installer's Guide can be downloaded at peoples-gas.com. Click on the Plumbers link at the top of our site.

You Have A Choice

Did you know that Energy Choice is available to Pennsylvania utility customers?

You do not have to purchase your natural gas from Peoples. The Energy Choice Program provides you the option of purchasing your natural gas from a state approved supplier. Visit peoples-gas.com/shopforgas for additional details, or visit the Pennsylvania Gas Switch website, pagasswitch.com, for a list of natural gas suppliers and current offers.

Avoid Hazards

What to Do if You Suspect a Leak

WHAT YOU SHOULD NOT DO IF A LEAK OCCURS:

- **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 IF A LEAK OCCURS:

- **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 1-800-222-5101
- **DO** call 911 to notify police and fire officials
- **DO** warn others to stay out of the area



What's That Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:

BY SMELL

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

BY SIGHT

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

BY SOUND

Natural gas leaks may make a hissing or a high-pitched whistling noise.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-222-5101.