

## 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:

- **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.



- **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.

- **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.



PEOPLES  
VIEW

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

Our Values: SAFETY. CUSTOMER COMMITMENT. TRUST. COMMUNITY.

Hearing Impaired Customers Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

### Emergency Service Contact Info

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.

**1-800-400-4271**



### 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.**

SEPTEMBER 2016

# PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR  
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY

## PROUD SUPPORTER OF THE

United  
Way



COVER STORY

Details Inside

Peoples is committed to Making Your Life Better, and this includes the communities where our customers live, work and play.

Peoples-Gas.com

# PROUD SUPPORTER OF THE UNITED WAY

COVER STORY



Peoples is committed to Making Your Life Better, and this includes the communities where our customers live, work and play. That's why Peoples employees support the United Way. Along with many other local companies, Peoples holds an employee United Way campaign in September-October. We encourage you to support your local United Way, so that the many organizations they help can do more in your community. We care about your community, because we live here too!



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.



## 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 transportation 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 our website, [www.peoples-gas.com](http://www.peoples-gas.com), and select All About Gas / Pipeline Safety.



Before you begin digging, state law requires you to Call 811. All utility companies will be notified of your planned work and will mark the location of any underground lines. Remember to call before you dig. It's free and it's the law!



## ATTENTION WEST VIRGINIA RESIDENTS

### 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 (20%) discount on their utility bills** (gas, light 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) recipients sixty years of age or older;
- WV Works program (Temporary Assistance for Needy Families – TANF).
- Active utility service from November through March.

Customers, please return your completed natural gas application to:.....

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

DO NOT INCLUDE YOUR APPLICATION WITH YOUR BILL PAYMENT