

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

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.**



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 the Energy Choice section at peoples-gas.com for lists of suppliers and additional details about the program. Be sure to click on "For Peoples Natural Gas Customers" or "For Formerly Equitable Customers" as applicable.

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



Call 811 Before You Dig – It's Free and it's the Law.

COVER STORY



PROUD SUPPORTER OF THE UNITED WAY

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, and select All About Gas / Pipeline Safety.

MAKING YOUR LIFE BETTER

Peoples Begins Meter Upgrades

Peoples is beginning a 5-year program to modernize our Meter Reading Services. The Automated Meter Reading (AMR) program requires that an electronic device be installed on gas meters. Once installed, the AMR device enables gas meters to be read remotely.



Automatic Meter Reading (AMR) provides customers with several improved services:

- **Convenience** - If your meter is inside, no one needs to be home when it is read.
- **Non Disruptive** - The AMR device does not interfere with pace-makers, cell phones, television or other electronic devices.
- **Accuracy** - We will be able to read your meter monthly, decreasing the need for estimated bills.
- **Reliability** - AMR is a proven technology, used successfully in the area for many years.

Peoples will notify you by mail, approximately 2-3 weeks before our installers are scheduled to begin in your area. If you have questions or concerns, please contact our Customer Service Center at **1-800-764-0111**.



Universal Services Programs

Peoples offers these programs for customers on limited or fixed incomes or who may have special needs. Contact us at 1-800-400-WARM (9276) for details, eligibility requirements, and enrollment information.

▶ Customer Assistance Program (CAP)

CAP is an affordable plan for customers who meet income guidelines. Participants make reasonable payments to maintain gas service and can earn credits to reduce their balance each month. If you have received a grant from the Low Income Home Energy Assistance Program (LIHEAP), you may be automatically eligible to participate in CAP.

▶ Weatherization for High Gas Users

Under this program, an "energy auditor" visits the home and thoroughly inspects it from the basement to the attic to find where heat is escaping and where cold air is entering the home. Measures that provide the greatest energy savings will be installed and may include: heating system improvements, attic and wall insulation, and caulking and weather-stripping.

▶ Customer Assistance Referral and Evaluation Services (CARES)

The CARES program helps customers who need help with their utility bills and may be facing other challenges as well. Specialists review a customer's situation and provide referral information to the customer or family member about agencies that may be able to help, such as fuel assistance programs and social service agencies.



Check our website under **My Account/Help Me Pay** for other help available in your area.