YOUR SAVE MONEY, KEEP WARM CHECKLIST:

- ☑ **DIAL: 800-400-WARM (9276)**
- ☑ **APPLY FOR CAP**
  - An affordable bill based on household income.
  - Earn monthly credits to reduce your balance faster.
- ☑ **APPLY FOR DOLLAR ENERGY**
  - A grant that helps you pay your gas bill.
- ☑ **LEARN ABOUT LIHEAP**
  - A federally funded grant program that provides a grant directly to your gas bill account.
- ☑ **IT'S EASY!!!**

Check out our website to learn more about all of the services available to help you: **Peoples-Gas.com/helpmepay**

Landlord Automatic Transfer Program

Landlords — Did you know you can protect your rental property from gas shut-offs when tenants move in and out of your property?

Contact us today at **1-800-764-0111** to request a copy of the Automatic Transform form, or download the form at Peoples-Gas.com under the Get Gas/Start or Stop Service section just for landlords. When you enroll in this program, Peoples will automatically transfer the natural gas account into your name when a tenant requests a gas shut-off at the rental property. The service will remain in your name until the new tenant requests service — thus protecting the property from the loss of heat, hot water, etc. A nominal fee may apply to the transfer — call us today or visit our website for more information.

PEOPLES
MAKING YOUR LIFE BETTER.

PEOPLES VIEW

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

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

FOLLOW US: @peoplesnatgas

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 My Account/Understand My Bill/Shop for Gas at Peoples-Gas.com for additional details, or visit the Pennsylvania Gas Switch website, **www.pagasswitch.com**, for a list of Natural Gas Suppliers and current offers.

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

DECEMBER 2017

PEOPLES VIEW

NEWS YOU CAN USE FROM YOUR ENERGY PARTNERS AT PEOPLES.

BUSINESS | HOME | ENVIRONMENT | COMMUNITY

WINTER BILLS TOO HIGH?

Our **Budget Billing Plan** lets you take control of your expenses and avoid the surprise of seasonally high bills.

COVER STORY
Details Inside

Peoples-Gas.com

PNG1217

COVER STORY

BUDGET BILLING

Budget Billing lets you take control of your expenses, giving you more predictability to make it easier to budget.

The budget plan is your yearly consumption averaged over a twelve month period. This allows you to pay a more consistent amount throughout the year. Your account must be paid in full to enroll. Peoples calculates your budget by comparing past usage information for your home with projected weather conditions and rates.

To prevent any shortages or overages, Peoples will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

JOINING BUDGET BILLING IS EASY!

Call to enroll
1-800-764-0111
or log onto
peopleseaccount.com

KEEP METERS CLEAR
Winter Tips

Although natural gas meters are relatively weatherproof and require little maintenance, please follow the safety tips listed below to help keep you, your family and others safe.

Never tie (tether) pets to gas meters or use gas meters to hang garden hoses or other tools.

Plants, shrubs, snow and debris can block the dial face or pathway to the meter, preventing access for our meter readers. **Keeping a clear path to your gas meter** not only helps Peoples employees trying to perform routine maintenance, but also allows emergency responders quick access should the need arise.

In the winter, snow and ice can accumulate on a meter which may affect operation. **Remove snow and ice from your natural gas meter** with a broom or brush, but never kick or try to chip with a hard object.

Look up! Gutters and overhangs can accumulate ice which could break off and damage a meter if struck — or melt during the day and splash up into regulator vents then freeze again at night — which may lead to improper pressures.

Keep meters at least 3 feet away from ignition sources and from appliance vents or intakes. Appliance flue products contain moisture which could freeze in cold weather and are also corrosive.

Never hang a light bulb near a meter for heat.

Gas meters with regulators require open air around them, so **never box in or wrap your meter with blankets**.

Don't Let Water Pipes Freeze!

Frozen water pipes can cause hundreds (if not thousands) of dollars' worth of damage resulting from burst plumbing to damaged walls, ceilings and floors. Before colder temperatures take hold, take time to make sure your water pipes do not freeze this winter.

Locate pipes that are most susceptible to freezing — those near outer walls, in crawl spaces or attics. Both copper and plastic water pipes can burst. If pipes are close to an exposed outside wall, open the cabinet door to let room heat in. Wrap pipes with pipe insulation or layers of newspaper with plastic to keep out moisture.

It only takes a day or two of sub-freezing temperatures to cause damage. If you plan to be away from home for a period of time, consider "winterizing" your pipes (turning off the main water valve and opening all faucets to drain the system), even if you have someone looking in on your home while you're gone. Be aware that leaks sometimes don't show up until a pipe thaws, which can cause extensive damage to walls.

If you own a rental property (vacant or occupied), check frequently to be sure the building is adequately heated or, in the case of a vacant property, consider winterizing the building as above.

If your water pipes do freeze, call a professional to thaw them. NEVER use a torch.

If you or someone you know needs help paying their winter gas bills, please dial 800-400-WARM (9276).

2017 – 2018 INCOME GUIDELINES

Customer Assistance Program (CAP)

200% Federal Poverty Level

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.

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	$2,010	$24,120
2	$2,707	$32,480
3	$3,403	$40,840
4	$4,100	$49,200
5	$4,797	$57,560
6	$5,493	$65,920
7	$6,190	$74,280
8	$6,887	$82,640
FOR EACH ADDITIONAL PERSON, ADD	$697	$8,364

Dollar Energy Fund (DEF)

200% Federal Poverty Level

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

DOLLAR ENERGY FUND

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	$2,010	$24,120
2	$2,707	$32,480
3	$3,403	$40,840
4	$4,100	$49,200
5	$4,797	$57,560
6	$5,493	$65,920
7	$6,190	$74,280
8	$6,887	$82,640
FOR EACH ADDITIONAL PERSON, ADD	$697	$8,364

LIHEAP

150% Federal Poverty Level

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.

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	$1,508	$18,090
2	$2,030	$24,360
3	$2,553	$30,630
4	$3,075	$36,900
5	$3,598	$43,170
6	$4,120	$49,440
7	$4,643	$55,710
8	$5,165	$61,980
FOR EACH ADDITIONAL PERSON, ADD	$523	$6,276

* All members of household regardless of age