

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 transmission 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 www.peoples-gas.com/pipeline-safety.

Avoid Hazards

What to Do if a Leak is Suspected

WHAT YOU SHOULD NOT DO:

- **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:

- **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 1-800-400-4271**
- **DO call 911 to notify police and fire officials**
- **DO warn others to stay out of the area**

EMERGENCY SERVICE

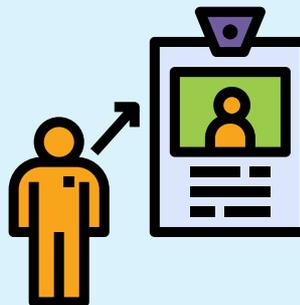
1-800-400-4271

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**.

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.**



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

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

@peoplesnatgas     



PEOPLES
SELF-SERVE
TEXT
OPTION

2020 - 2021 INCOME GUIDELINES

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) KENTUCKY ONLY | 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	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
4	\$3,275	\$39,300
5	\$3,835	\$46,020
6	\$4,395	\$52,740
7	\$4,955	\$59,460
8	\$5,515	\$66,180
For Each Add'l Person, Add	\$560	\$6,720

DOLLAR ENERGY FUND (DEF) WEST VIRGINIA ONLY | 200% Federal Poverty Level

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



Homeowners and Renters May Qualify When:

**All members of household regardless of age*

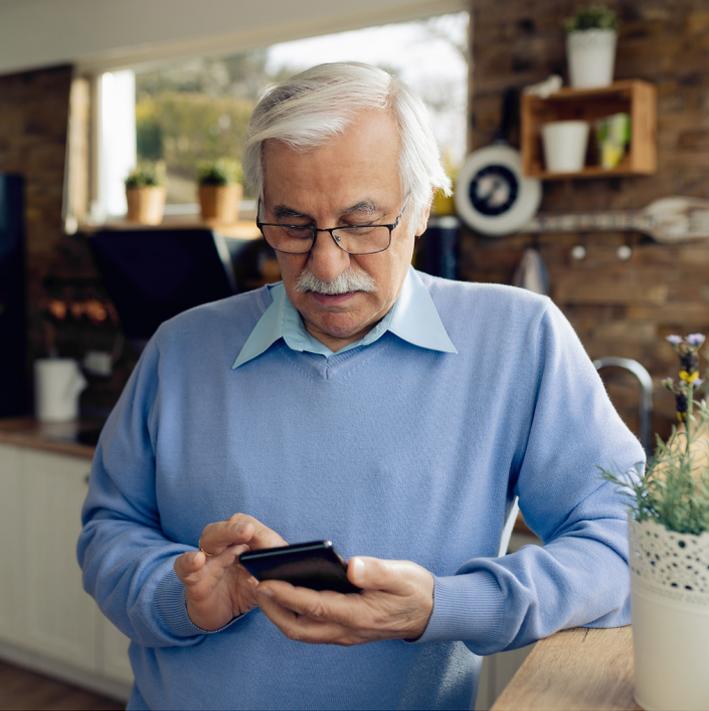
LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP) WEST VIRGINIA ONLY | 60% State Median Income

The **Low Income Home Energy Assistance Program (LIEAP)** is a government grant applied directly to help pay your Peoples heating bill. LIEAP is not a loan.

Homeowners and Renters May Qualify When:

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$1,931	\$23,172
2	\$2,525	\$30,300
3	\$3,119	\$37,428
4	\$3,713	\$44,556
5	\$4,307	\$51,684
6	\$4,901	\$58,812
7	\$5,495	\$65,940
8	\$6,089	\$73,068
For Each Add'l Person, Add	\$594	\$7,128

Household Size*	Gross Monthly Income	Gross Annual Income
1	\$2,127	\$25,520
2	\$2,873	\$34,480
3	\$3,620	\$43,440
4	\$4,367	\$52,400
5	\$5,113	\$61,360
6	\$5,860	\$70,320
7	\$6,607	\$79,280
8	\$7,353	\$88,240
For Each Add'l Person, Add	\$747	\$8,960



Peoples Offers Self-Serve Text Option

As more and more people use their phones for daily tasks, Peoples is providing another mobile option for customers: Peoples Self-Serve Text. Text our customer service number at 1-800-764-0111 during business hours to:

- Make a payment
- Check account balance
- Sign up for Budget Billing
- Request a statement
- Submit a meter reading

This Self-Serve Text option is completely automated, so you can take care of these tasks with a couple of quick text messages. If you have a question that the Self-Serve Text option can't answer, you'll be directed to one of our helpful customer service representatives.

To start your conversation, simply text "Hello" to 1-800-764-0111 between 7 am-5 pm on Monday-Friday. You'll be asked to confirm your account number to get started. If the phone you're using to text us is already connected to your account, you'll be able to verify your account without using your account number.

Keep Your Furnace Healthy

Keep your furnace performing at its best with an annual furnace check-up.

Have your furnace and other gas appliances inspected by a qualified professional when cold temperatures arrive.

An inspection helps ensure reliable heat and can prevent potential problems.



Your contractor should:

- Test the thermostat.
- Visually inspect the heat exchanger, motor and vents.
- Lubricate the blower motor.
- Check the flue.
- Check the pilot light, unless your furnace features pilotless ignition.

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold-air returns clean and clear of furniture and draperies to help the air flow properly.