

**DON'T FORGET TO CHECK THESE BOXES...
IT'S MONEY IN YOUR POCKET!!!**



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

Your Privacy

You may choose to restrict the release of your account information to natural gas suppliers. If you do not want us to share your basic account information, including your account number, mailing address and/or usage, **there are three ways to contact us:**

- **Via our internet portal** at peopleseaccount.com
- **By letter to**
Peoples Natural Gas
P.O. Box 535323, Pittsburgh, PA 15253-5323
- **By phone at** 1-800-764-0111

Please note that we will never release your phone number to a NGS. Allow 60 days for processing.



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.**



WESTERN UNION SPEEDPAY

As of August 1st, Western Union Speedpay is replacing the Bill Matrix and Payer Express. This will affect all customers who pay online or by phone. This transition to Speedpay will offer a couple benefits:

- A low convenience fee of \$1.95
- American Express is now available as a payment method.



OCTOBER 2017

PEOPLES VIEW

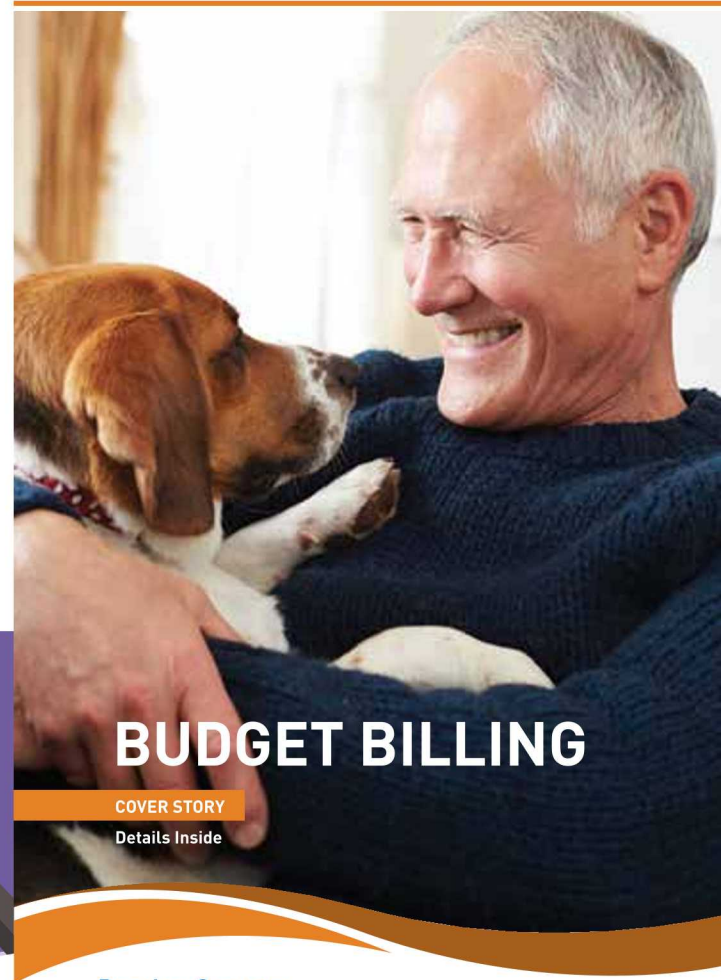
NEWS YOU CAN USE FROM YOUR
ENERGY PARTNERS AT PEOPLES.

BUSINESS

HOME

ENVIRONMENT

COMMUNITY



BUDGET BILLING

COVER STORY
Details Inside

Peoples-Gas.com

BUDGET BILLING

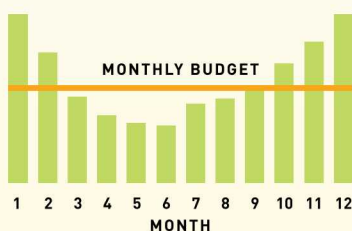
Budget Billing lets you take control of your expenses, giving you more predictability, making it easier to budget.

The Budget Billing is your yearly consumption averaged over a twelve month period. This allows you to pay a more consistent amount throughout the year. Peoples calculates your Budget by comparing past usage information for your home with projected weather conditions and rates.

Joining Budget Billing is easy! Log onto peopleseaccount.com or call 1-800-764-0111.

To prevent any shortages or overages, Peoples will review your gas usage quarterly and adjust your Budget amount higher or lower.

You can leave Budget Billing at any time; however if you unenroll, your total account balance will become due.



Budget Billing lets you spread your gas utility charges out more evenly throughout the year at no additional cost. Peoples calculates your monthly Budget amount by dividing the total of your last twelve months of usage by 12. That number is then multiplied by the current rates giving us your monthly Budget amount.

THIRD PARTY NOTIFICATION

For retirees on the go, as well as for caregivers, our Third Party Notification can provide an alert in the event that gas service is in danger of being terminated. A friend, relative or other third party can agree to be notified of a possible service termination. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated as a third party, or if you would like to designate someone to be a third party, please call customer service at 1-800-764-0111 to request a Third Party Notification enrollment form, or download the form at peoples-gas.com under My Account/Pay My Bill/Billing Options. Fill out the form and mail it to the address listed.

How to Sign Up with a New Natural Gas Supplier

Once you have shopped and compared Natural Gas Suppliers (NGS), contact the company you selected. They will walk you through the process.

After you select and sign up with a new NGS, Peoples will send you a letter confirming your gas supplier. If you change your mind, you have three days to respond to this letter.



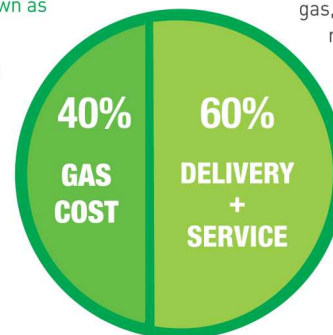
ENERGY CHOICE

Peoples is proud to be your Natural Gas Distribution Company (NGDC), and as an NGDC, we provide two separate services:

- We purchase natural gas for your use.
- We deliver natural gas to your home, which is known as Delivery Service.

Through ENERGY CHOICE, our customers are able to purchase natural gas from a variety of competitive Natural Gas Suppliers (NGS) that may be able to offer pricing and special incentives not available from a regulated utility. Customers have had the ability to choose their NGS for about 20 years.

For those to whom we provide both services, the cost of natural gas is about 40% of your total gas bill. Delivery plus Service charges make up the rest.



Whether you choose to purchase your gas from a NGS or from Peoples, Peoples will remain your NGDC. You will continue to be a Peoples delivery service customer, and Peoples will continue to provide you with safe and efficient delivery of your natural gas, high quality customer service, and response to natural gas emergencies.

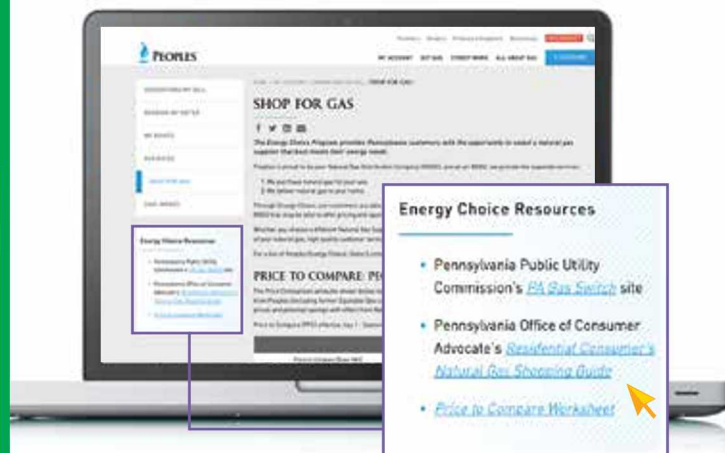
Energy Choice allows you freedom of choice for purchasing your natural gas supply and Peoples encourages you to compare the natural gas supply options that are available. Additional information on Energy Choice can be found on Peoples' website, **Peoples-Gas.com**.

HOW TO SHOP FOR A NATURAL GAS SUPPLIER

You should select a Natural Gas Supplier (NGS) based on your individual needs. There are a number of approved suppliers for you to choose from. These suppliers are licensed by the Pennsylvania Public Utility Commission.

When you begin shopping for a Natural Gas Supplier, the following websites would be a good place to start, as they carefully track and publish current available rates:

- [Pennsylvania Public Utility Commission's PA Gas Switch site](#)
- [Pennsylvania Office of Consumer Advocate's Residential Consumer's Natural Gas Shopping Guide](#)



Price to Compare: Peoples Customers

The Price Comparison amounts shown on our website represent the cost of the gas commodity that you pay when you buy gas supplies from Peoples. You can use this Price to Compare (PTC) information to compare prices and potential savings with offers from Natural Gas Suppliers.

Peoples cannot recommend a supplier, but we can offer some tips and questions you can follow to find the supplier that best meets your needs. Here are some questions to ask a supplier to make sure you understand what is included in their service agreements:

- Are you a Natural Gas Supplier licensed by the PA PUC?
- What are your prices and how do they compare to the default utility rate?
- Is the natural gas price fixed or will it vary throughout the year?
- Is there a cap on how high the variable rate can be?
- Does the price include all fees and/or taxes?
- What is the length of the agreement?
- What happens after the agreement expires?
- Are there any other fees, such as early termination fees?
- Will I receive one combined bill, including Peoples Natural Gas charges and my supplier's charges, or will I receive two separate bills?
- Do you offer any other products and services?
- Do you have a toll-free contact number to handle customer service questions?