



## energy wisdom: bring it on home

With the addition of the *Smart Home: Green + Wired* exhibit to the Museum of Science and Industry, people from all over greater Chicago can see firsthand all the ways to be greener and more energy efficient in their homes.

If you're building a new home or remodeling an existing one, consider adding one or more of the Smart Home's cutting-edge, energy-saving technologies. One great example is tankless or demand water heaters. Providing hot water only as needed, tankless models eliminate standby energy losses associated with storage water heaters, which can save you money every month. They're a smart, easy upgrade when remodeling your home or even in cases where your old water heater suddenly fails.

If you rent or aren't remodeling, try these smart energy-savers:

- Keep your thermostat between 65°-70° and dial it down at night.
- Close vents and shut the doors of less-used rooms.
- Wait for a full load before you run the washing machine or dishwasher.
- Buy a water heater blanket and follow the instructions to wrap it tightly around your water heater.

Find more energy information, including **Energy-Saving Tools**, at [peoplesgasdelivery.com](http://peoplesgasdelivery.com). For an interactive tour of the Smart Home, visit [msichicago.org](http://msichicago.org).

## From the Source

### Working for You

As a member of the Gas Supply team here at Peoples Gas, I understand how difficult it can be to make ends meet with rising energy prices. To help you manage, I'll keep working to make sure you get the best possible price on your natural gas. Also, be sure to try some of our online energy-saving tips and ideas at [peoplesgasdelivery.com](http://peoplesgasdelivery.com).



Lorinda Robinson-Maniece  
Gas Supply

## Contact Us

### Visit Us Online

[www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com)

### 24-Hour Emergency Service

**866-556-6002**

### TDD Line

Mon-Fri, 7a.m. - 7p.m.

**866-556-6007**

### Gas Theft Hotline

**800-228-6770**

### Customer Service

Mon-Fri, 7a.m. - 7p.m.

Sat, 7a.m. - 3p.m.

**866-556-6001**

[cusserv@peoplesgasdelivery.com](mailto:cusserv@peoplesgasdelivery.com)

### Servicios al Cliente

Lunes-Viernes, 7a.m. - 7p.m.

Sabado, 7a.m. - 3p.m.

**866-556-6003**

# customer connection

Ideas, Advice and News from Peoples Gas



## Natural Gas Costs Will Be Higher This Winter

Based on early information, it appears Peoples Gas customers, like many others across the nation, will pay more for natural gas this winter. But there are several ways you can manage costs and lessen the impact on your family's budget.

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### INSIDE

- Managing Your Bill Online
- Inside Safety Inspections
- Third-Party Notification
- Energy Wisdom



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### WHY ARE PRICES RISING?

Mainly because the price we pay for natural gas has gone up. Because Peoples Gas does not mark up the cost of natural gas, the price we pay is the price our customers pay. This year, even the best prices we could negotiate were still higher than last year's.

### PREPARATION IS THE KEY

While we don't control natural gas prices, we can help you prepare for them. We offer a wide range of free online energy-saving tools and ideas at [peoplesgasdelivery.com](http://peoplesgasdelivery.com) to help you use less natural gas. The **Budget Payment Plan** is a great way to manage costs.

### ANSWERS FOR THOSE WITH LIMITED INCOMES

For those living on low or fixed incomes, preparation is even more important. Contact the Community Economic Development Association (CEDA) at **800-571-CEDA (2332)** to see if you qualify for financial assistance, weatherization programs or both.

### SAFETY FIRST, ALWAYS

We want to help you manage costs, but we also want you to be safe. When heating your home or business this winter, don't sacrifice safety for savings; follow instructions for safe, approved heating methods with all of your heating equipment.

Find more energy-saving tools and ideas at [peoplesgasdelivery.com](http://peoplesgasdelivery.com). Together, we can keep costs manageable.

## managing your bill is better online

Managing your monthly Peoples Gas bill online makes life a lot easier and more convenient. Enroll in **E-bill** paperless billing and receive, view and pay your monthly bills over the Internet. The **Automatic Payment Plan** applies your payment on the date of your choice, while the **Budget Payment Plan** keeps your energy bills more manageable by spreading your payments out. Discover them all at [peoplesgasdelivery.com](http://peoplesgasdelivery.com).



## Important: Inside Safety Inspections



Each year, Peoples Gas is required by law to inspect our equipment that may be located inside your home. If you've recently received a notice telling you your home is due for an Inside Safety Inspection (ISI), please schedule an appointment by calling **312-240-4556** or online at [peoplesgasdelivery.com](http://peoplesgasdelivery.com). Inspections are fast and free. If you don't schedule an appointment, your service may be disconnected, so please call or visit our Web site right away.

## Third-Party Notification Help to Avoid Service Disconnection

Some people (e.g., elderly, disabled, ill) need a little help to ensure that their service doesn't get disconnected for non-payment, so Peoples Gas offers **Third-Party Notification**. Simply name a third party, such as a relative, friend, clergy member or social service agency, to be notified prior to disconnection of service, and that party can contact us to make arrangements. If you or someone you know could benefit from **Third-Party Notification**, please contact Customer Service at **866-556-6001**.

