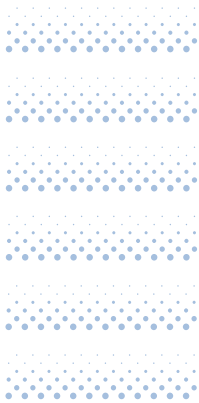


## Help for Landlords to Increase Energy Efficiency



Owners of multi-family buildings with at least five units in Cook County can receive help making energy efficient upgrades through a program developed by the Center for Neighborhood Technology and Community Investment Corporation.

Since it was created in January, the Cook County Energy Savers program has conducted more than 2,500 energy audits, and more than 1,000 units are in the process of being upgraded. Typical upgrades include insulation, energy-efficient lighting, new windows and heating-air conditioning systems.

Building owners can save tens of thousands of dollars in energy bills, while receiving low-interest loans to make improvements that increase comfort for residents, maintain high-quality, affordable housing and increase energy-efficiency, which helps protect the environment.

For more information, contact James Lackland at **312-258-0070** or [jlackland@ccchicago.com](mailto:jlackland@ccchicago.com).



## From the Source

### Working for You

We take safety very seriously — yours and ours. You can increase safety this winter by ensuring your carbon monoxide detectors are working properly and cutting back bushes and shrubs to allow access to the gas meter outside your home.



Angelo Ramos  
Operations

## 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



## Prepare for a Safe Winter

As you prepare for cold weather outside, don't forget to prepare the inside of your house for a safe, comfortable winter.

Have your furnace inspected by a licensed, qualified technician and follow these steps throughout the season:

- Clean or replace your furnace filter.
- Periodically check the flame in the

### INSIDE

- Get a Discount on Carbon Monoxide Detectors
- Heating Bills Expected to be Higher This Year
- Help for Landlords to Increase Energy Efficiency

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burner to make sure it is blue. A yellow flame may indicate the need for adjustment.

- Check your chimney flues for corrosion and make sure all vents are clear of any blockages or debris.
- Keep the area around your furnace and water heater clean.
- Do not store flammable liquids or other combustibles near the equipment.

Illinois law requires every home and apartment to have a carbon monoxide (CO) detector within 15 feet of sleeping areas. Change the batteries in the detectors at the beginning of winter and then every six months. Replace detectors older than five years.

Learn about the symptoms of CO poisoning. You can't see or smell carbon monoxide, but it can cause severe sickness and even death. Be alert for the following:

- Sudden flu-like illness
- Dizziness, headaches
- Weakness, fatigue, sleepiness
- Nausea, vomiting
- Fluttering or throbbing heartbeat
- Trouble breathing, tightness in chest
- Cherry-red lips, unusually pale complexion
- Unconsciousness

If you suspect CO poisoning, get the victim out the house and into fresh air immediately, then call **911**.

## Get a Discount on First Alert CO Detectors

At Peoples Gas, we work hard to ensure our 4,000-mile natural gas delivery system is safe and reliable, and we want your home to be safe too.

That's why we've partnered with First Alert to offer you a 10 percent discount on all their carbon monoxide (CO) and combination smoke-CO detectors.

To take advantage of this offer, visit our Web site at [peoplesgasdelivery.com](http://peoplesgasdelivery.com) and click on the CO safety message on the home page.

## Applications Now Open for Home Heating Grants

If you think you're eligible for the Low Income Home Energy Assistance Program (LIHEAP), you should apply now.

As of Nov. 1, applications are being accepted from all households that qualify for LIHEAP, which assists low-income customers with paying gas bills, reconnecting service and keeping gas on while they catch up on their bills.

This year, more Illinoisans could receive help. Responding to increased pressure from Peoples Gas, other utilities and community organizations, Congress nearly doubled funding for LIHEAP this year.

Eligibility for LIHEAP is based on household size and income. The maximum monthly income for someone living alone is \$1,300, for example, while a household of four can earn up to \$2,650. Assistance is provided in the form of a single grant, usually paid directly to a utility.

Customers can call the Community and Economic Development Association at **800-571-2332** or visit [peoplesgasdelivery.com](http://peoplesgasdelivery.com) for local application sites and more information. Don't delay. Apply now if you need help paying your heating bills.



## Heating Bills Expected to be Higher This Year

While natural gas prices have declined substantially in recent months, average heating bills this winter still could be 10 to 15 percent more than last year.

Utilities purchase natural gas from suppliers throughout the year and store it in underground facilities to meet winter heating needs. Although prices have moderated recently, some of the natural gas you will use in winter was purchased this summer when prices were at or near historic highs.

Peoples Gas purchases natural gas at the best possible price available and passes the cost to customers with no markup. About 80 percent of your monthly bill represents the cost of the gas itself and related taxes.

Customers who want to avoid spikes in their bills during the winter can enroll in the **Budget Payment Plan**, which spreads costs more evenly from month to month. To enroll:

- Pay the amount listed in the "Message" section of your gas bill.
- Enroll online through the "My Account" section of our Web site at [peoplesgasdelivery.com](http://peoplesgasdelivery.com).
- Call Peoples Gas toll free at **866-556-6001**.