

Share the Warmth



As you gather with loved ones for the holidays, please remember others who are struggling financially this winter by donating to the Peoples Gas **Share the Warmth** program.

Administered by The Salvation Army, **Share the Warmth** provides grants to help low- and fixed-income households with their winter gas bills.

You can make a one-time donation, or choose to have \$1 added to your bill each month. Here's how to help.

- Check the **Share the Warmth** box on your bill and add \$1 to your payment. Peoples Gas will add \$1 to each of your subsequent bills.
- Visit the *My Account* section of our Web site at peoplesgasdelivery.com to sign up for a monthly or one-time donation.

Thank you for sharing the warmth this winter.



Faces of Share the Warmth

"Times are very hard now for a lot of people. I don't even think about that \$1 a month that's added to my bill for **Share the Warmth**. I'm just glad to help."

- Arisa Johnson, **Share the Warmth** donor

"I think it's a welcome program. I tell everyone I know about it. It's a help to people on fixed incomes like me, because gas prices have gone up in recent years."

- Dorothy Whaley, **Share the Warmth** recipient



From the Source

Give. Care. Share the Warmth.

Contributing to **Share the Warmth** is a great way to give back this season. The fund has provided more than \$7 million in heating assistance to more than 35,000 families since 2000. Help us make an impact. Consider donating.



Jennifer Borders
Public Affairs

Contact Us

Visit Us Online

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

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



Happy holidays from everyone at Peoples Gas.

May the joy of the season bring you peace and happiness.

As we extend our best wishes to you and your loved ones, please also accept our sincere appreciation for allowing us the privilege of delivering safety, warmth and reliability to you throughout the year. We're truly grateful to be your natural gas delivery company, and we look forward to serving you in 2009.

Have a safe and happy holiday season.

Will Evans
President, Peoples Gas



www.peoplesgasdelivery.com

Peoples Gas Provides Winter Assistance

Winter can be a challenging time, particularly for low- and fixed-income households.

Peoples Gas offers help to customers struggling to make ends meet through the following programs:

- **Share the Warmth** – Since 2000, Peoples Gas has awarded more than \$7 million in heating assistance (matching grants) to low-income customers. This year, we hope to expand the program. For more information, see the article on **Share the Warmth** in this newsletter.
- **Carbon monoxide safety** – Through its partnership with First Alert and the Chicago Fire Department, Peoples Gas distributed 650 carbon monoxide and 400 smoke alarms to low-income customers in November. From now through March, First Alert is offering discounts on its CO alarms to all Peoples Gas customers. Learn more at peoplesgasdelivery.com.
- **Heating fairs** – Peoples Gas will co-sponsor seven heating fairs in December, where customers can apply for home heating grants, get free weatherization kits and learn about energy conservation. For locations, see the “In the Community” section of our Web site at peoplesgasdelivery.com.
- **Team HEAT** – Peoples Gas volunteers weatherized the homes of 50 low- and fixed-income Chicago families this fall, and more than 500 homes since 2004.



Conserve Energy This Holiday Season

Households typically use more natural gas during the holidays to cook family dinners, bake treats, heat water and warm guest rooms. A few simple steps can help you conserve energy in your home this season.

- **Use your microwave and slow cooker.** Slow cookers use up to 75 percent less energy than traditional ovens, while microwaves can cook a whole meal for less than 10 cents in energy.
- **When cooking with a conventional oven, check on food by looking through the window.** Also, turn off your oven early but keep the door closed to allow food to finish cooking.
- **Don't send your heat up the chimney.** Fireplaces are cozy but waste heated air. Consider installing a snug-fitting set of glass doors.
- **Lower your thermostat.** Set it between 66 and 68 degrees. Save 1 to 3 percent on heating costs for every 1 degree you lower the temperature.

For more **Energy-Saving Tips**, visit peoplesgasdelivery.com.

Keep Meters Clear of Ice and Snow

Your outdoor natural gas meter was designed to withstand winter weather conditions, but it's still important to keep it clear from snow and ice.

Snow, ice and water dripping from eaves can build up on your meter, making access difficult for Peoples Gas crews during emergencies and service calls. Excessive snow and ice also can place stress on gas meter pipes. If your gas meter is outside, follow these tips to stay safe this winter:

- Make sure your meter is visible and accessible for Peoples Gas crews and emergency responders, such as firefighters.
- Never shovel snow up against your meter or let excessive snow cover it.
- Remove snow and ice from your meter and regulator by hand or with a broom. Shovels and other tools can damage the equipment.
- Prevent dripping water from refreezing on your meter by removing icicles hanging from your eaves and gutters.

