

A Friendly Reminder

Peoples Gas kindly asks its customers to restrain dogs whenever they're outdoors. This ensures the safety of our meter readers and service technicians, allowing them to read meters and service gas lines safely and efficiently. Thanks for your cooperation.



MINIMUM PAYMENT OPTION CAN PREVENT DISCONNECTION

We understand the economy has made it difficult for some customers to keep up with their bills.

That's why we created a new payment option to help customers who are significantly behind on their bills maintain their natural gas service.

The new **Minimum Payment Option** was specifically designed for customers facing service disconnection. Customers receiving a disconnect notice should look on the notice for the amount to pay under the **Minimum Payment Option**.

Customers who are struggling to pay their bills also may be eligible to participate in a **Short Term Payment Plan**. To learn more about the **Short Term Payment Plan**, visit the "My Account" section of peoplesgasdelivery.com.

From The Source

Budget Payment Plan

When you enroll in the **Budget Payment Plan**, you'll know how much your gas bill will be each month. That makes it easier to budget for other expenses around your home or business



Alejandra Sanchez
Customer Relations

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



Budget Payment Plan Evens Out Gas Bills

With the cold weather finally over, it's a great time to enroll in the Peoples Gas **Budget Payment Plan**.

The **Budget Payment Plan** can help you avoid the impact of next winter's heating bills by spreading your

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NATURAL GAS DELIVERY

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total costs for natural gas more-or-less evenly over the entire year. And avoiding seasonal swings in gas bills can help you plan for other household expenses.

Here's how the Budget Payment Plan works:

- Peoples Gas will estimate how much natural gas you'll use and what it will cost over the next year, then divide that total into 12 monthly installments.
- Halfway through your budget year, we will adjust your monthly installment based on gas prices, your usage and the weather to keep your total budget on track. Your installment also could increase any month when those factors would cause a 25 percent rise in your bill.
- After 12 months, you'll be enrolled for a new budget year, with credit or debit balances rolled into your next month's installment.

There are three easy ways to enroll:

- Pay the amount listed in the Message section of your natural gas bill
- Sign on to the **My Account** section of peoplesgasdelivery.com or
- Call us at **866-556-6001**.



BEFORE YOU DIG CALL DIGGER

Your home is served by a network of natural gas, water and sewer pipes that run underground. In newer neighborhoods, even the electric and cable television lines are buried.

Digging on your property without first locating and marking those utility lines can lead to service interruptions, leaks or a fire that could cause property damage and injuries.

If you're planning a spring landscaping or building project in the City of Chicago, call the DIGGER hotline at **312-744-7000** at least 48 hours before you plan to begin excavating. A service technician will come to your home at no charge to mark buried utilities on your property.

It's one phone call that can save time, money and your life.

Identifying Leaking Underground Gas Pipes

Call the Peoples Gas emergency number at **866-556-6002** if you notice any of the following conditions, which could indicate a gas leak:

- Strong odor similar to rotten eggs or sulfur
- Blowing or hissing sound from the ground
- Dirt blowing into the air or water bubbling
- Grass, plants or bushes turning brown over natural gas pipes
- Fire coming out of the ground

Flex Connector Safety

You might not think much about how your kitchen stove or clothes dryer receives natural gas, but you should check the condition of the connectors to these appliances if your home was built before 1980.



Bad

Natural gas travels from your home's supply pipes to stoves and dryers via flexible, corrugated metal tubes. Prior to 1980, these tubes were made of uncoated brass. Over time, the tubing in uncoated brass connectors can separate from the ends, causing a leak that could lead to a fire or explosion. Although no longer manufactured, uncoated brass connectors are still in use in some homes and should be replaced.



Good

If you think you may have uncoated brass connectors, call a qualified professional to replace them with today's safer, sturdier stainless steel or plastic-coated brass flex connectors. Don't try to move your stove or dryer yourself because the connector may break.

For a fee, Peoples Gas can inspect and replace your connectors. To learn more about natural gas safety or to schedule an inspection by a Peoples Gas technician, visit the **"My Account"** section of peoplesgasdelivery.com.