

customer connection

Ideas, Advice and News from Peoples Gas



From The Source

Winter Heating Grants

“If you need help paying your heating bill this winter, you may be eligible for assistance through **LIHEAP** and **Share the Warmth.**”



Adrienne Jones
Public Affairs

ORGANIZATION PROVIDES HELP WHEN PEOPLE NEED IT MOST

Peoples Gas is proud to support the Emergency Fund, which provides immediate financial assistance to low-income individuals and families facing a crisis in their lives.

The Emergency Fund helps at-risk Chicagoans avoid homelessness through grants and other assistance to pay for security deposits, rent, mortgages, utilities and basic necessities such as eyeglasses, food and transportation. Through its Holiday Fund, the organization also provides thousands of turkeys and hams to needy households during the holiday season.

The Emergency Fund works with a network of 60 area agencies that provide social and human services, including Catholic Charities, Heartland Human Care Services, Connections for the Homeless, Christopher House, The Ark and Bethel New Life.

To learn more, including how to make a donation, visit emergencyfund.org. If you need help avoiding homelessness, call **311** and ask for “Short-Term Help” to be screened for financial assistance through the Emergency Fund.

Contact Us

Visit Us Online
www.peoplesgasdelivery.com

24-Hour Emergency Service
866-556-6002

TDD Line
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

Two Assistance Programs Now Available in One-Stop Shop

Peoples Gas customers who are eligible for two types of heating grants can now apply for both programs at a single location.

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Previously, customers applying for the federal **Low Income Home Energy Assistance Program (LIHEAP)** and the Peoples Gas **Share the Warmth** program had to file applications through two separate organizations.

Beginning this winter, the Community and Economic Development Association of Cook County (CEDA) will process applications for both programs at many of their Chicago locations.

LIHEAP helps limited-income customers pay outstanding gas bills, reconnect service and keep gas turned on while they catch up on their bills. **Share the Warmth** provides matching grants to customers through donations from other customers and support from Peoples Gas and its employees.

Eligibility for both programs depends on household size and income. Not all CEDA offices process applications for both programs. To locate one near you that does, call **800-571-2332** or visit **cedaorg.net**.

Carbon Monoxide Alarms Save Lives

Illinois law requires every house and apartment to have a carbon monoxide (CO) alarm within 15 feet of sleeping areas.

Make sure your home is equipped with working CO alarms and follow these tips:

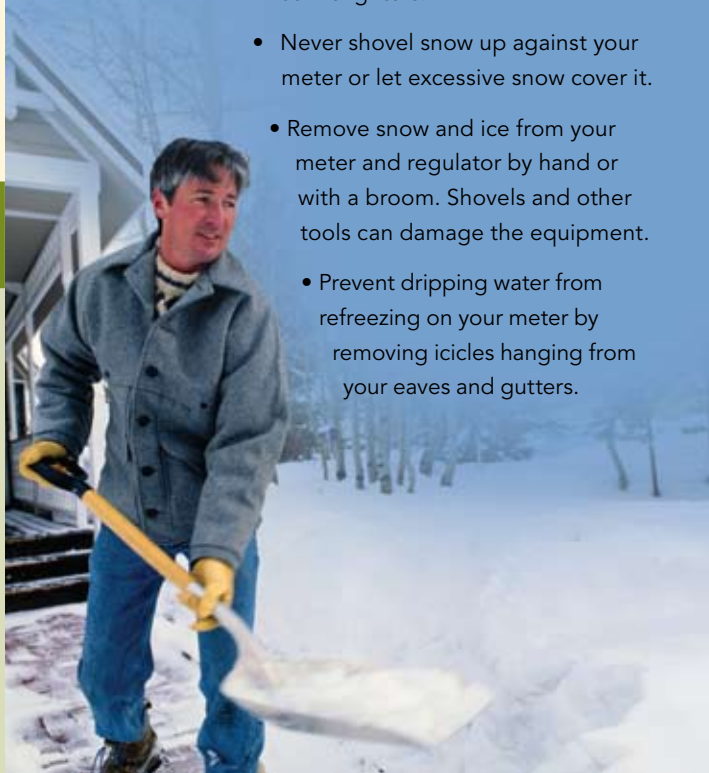
- For added safety, consider installing a CO alarm in each bedroom.
- In two-story homes, install at least one CO alarm on each level.
- If your home has a basement, install a CO alarm at the top of the basement stairs.
- Change the batteries in CO alarms every six months.
- Replace CO alarms older than five years.

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 of ice and snow.

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.



Discounts From First Alert And 3M

Peoples Gas has partnered with First Alert and 3M to offer discounts on items to help keep you safe and warm this winter.

First Alert CO Alarms

First Alert is offering Peoples Gas customers a 20 percent discount on all of its Carbon Monoxide (CO) alarms.

To take advantage of this offer, visit **FirstAlertStore.com** and purchase products using the coupon code "FirstAlert" when you check out.

First Alert will provide the discount through March 2010.

3M Window Insulator Kits

3M is offering customers a \$2 rebate toward any of its Window Insulator Kits.

To print a rebate application, visit **peoplesgasdelivery.com** and click on the "Special Offers" link on our home page.

3M will provide the rebate through April 2010.

