

EITC Offers Tax Relief for Low- and Moderate-Income Households

Peoples Gas, along with the City of Chicago and Mayor Richard M. Daley, urges customers to take full advantage of available tax relief when they file their tax returns this year.

Thousands of Chicagoans eligible for the federal Earned Income Tax Credit (EITC) are not receiving it, either because they haven't heard about it or don't know how to apply. Eligible taxpayers can receive up to \$5,657 back. Last year, about 22,000 Chicago taxpayers received refunds totaling more than \$35 million.

Chicago taxpayers should call the city's information line at 311 to find out how to apply for the EITC.



Peoples Gas Launches Redesigned Web Site

Customers who visit peoplesgasdelivery.com will find a redesigned Web site that will help them find information faster and manage their accounts easier.

Created with customer input, the changes include many navigation, terminology and content improvements, such as:

- A streamlined home page with links to commonly sought information and functions offered in a simple, user-friendly format;
- A rotating banner connecting visitors directly to timely information and current promotions; and
- Prominently featured links to three of our most-used online tools – **View and Pay My Bill**, **Start or Stop Service**, and **Update My Billing Address**.

From The Source

New Web Site

“Our totally redesigned Web site makes it easier than ever to find important information and manage your account online. Visit us today at peoplesgasdelivery.com.”



Patrick Keane
Customer Relations

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



customer connection

Ideas, Advice and News from Peoples Gas



New Delivery Rates Approved By ICC

Beginning in February, customers of Peoples Gas will see an increase in the charges on their monthly bill for the delivery of natural gas. The increase was approved by the Illinois Commerce Commission and went into effect on January 28, 2010.

For a typical residential heating customer, the increase will be about

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\$4 a month. For business customers, the increase will vary, depending on service classification and the amount of gas used.

The rate changes apply only to charges for the delivery of natural gas. The actual cost of natural gas, which makes up about 60 percent of the typical residential heating customer's bill, will not be affected by these rate changes.

Although it's never a good time to increase rates, the changes were needed to maintain the high level of service and reliability customers expect from Peoples Gas. Like all companies, Peoples Gas faces increasing capital costs, rising employee health care expenses and other growing expenditures.

We realize energy costs can make up a sizeable portion of your monthly bills and that the difficult economy has strained many household budgets. That's why we offer: a **Budget Billing** option, so you can spread your natural gas costs over an entire year; payment plans if you need more time to pay your bills; and information and resources to help you reduce your use of natural gas.

We will continue to encourage customers who are struggling to pay their bills to apply for assistance through the federal **Low Income Home Energy Assistance Program (LIHEAP)** and Peoples Gas **Share the Warmth** program. To find out if you're eligible for **LIHEAP** and **Share the Warmth**, call the Community and Economic Development Association of Cook County (CEDA) at **800-571-2332** or visit **cedaorg.net**.

Learn more at peoplesgasdelivery.com.



Rate Changes Effective January 28, 2010

Service Classification 1

Monthly Customer Charge*	Old	New
Sales Customers	\$16.03	\$20.03
Choices For You Customers	\$16.03	\$18.53

Distribution Charge

A per therm charge for all gas delivered in any month.

Therms	Sales Customers		Choices For You Customers	
	Old Per Therm Charge	New Per Therm Charge	Old Per Therm Charge	New Per Therm Charge
First 50	\$0.33606	\$0.33372	\$0.30991	\$0.33372
Over 50	\$0.10580	\$0.12360	\$0.07965	\$0.12360

Service Classification 2

(customers who consume an average of 41,000 therms or less per month)

Monthly Customer Charge* (based on meter class)	Old	New
1 - (Up to 700 cubic feet per hour) Sales Customers	\$26.30	\$30.10
Transportation Customers	\$26.30	\$27.60
2 - (Between 700 and 3,000 cubic feet per hour) Sales Customers	\$65.30	\$83.80
Transportation Customers	\$65.30	\$81.30
3 - (Over 3,000 cubic feet per hour) Sales Customers	\$65.30	\$196.00
Transportation Customers	\$65.30	\$193.50

Distribution Charge

A per therm charge for all gas delivered in any month.

Therms	Sales Customers		Transportation Customers	
	Old Per Therm Charge	New Per Therm Charge	Old Per Therm Charge	New Per Therm Charge
First 100	\$0.35445	\$0.30615	\$0.34537	\$0.30615
Next 4,900	\$0.13976	\$0.13084	\$0.13068	\$0.13084
Over 5,000	\$0.07433	\$0.10554	\$0.06525	\$0.10554

*Includes charges set by the State of Illinois to fund weatherization, energy assistance and renewable energy grants.

Choices For You Customers

A new monthly per-therm Storage Credit (\$0.05414) based on a customer's Maximum Daily Quantity will apply.

All Customers

Beginning in April 2011, your bill will include the new Infrastructure Cost Recovery charge (ICR). The ICR will fund upgrades to the Peoples Gas delivery infrastructure, specifically the replacement of cast and ductile iron mains.



Reading This Month's Bill

Your new natural gas delivery rates became effective on January 28, 2010. Your current bill has been calculated using a combination of the old and new delivery rates and a prorated customer charge.

You may have just a few days billed using the new rates on your current bill, depending on what time of the month you typically receive your statement. By next month, however, your bill will reflect the new rates entirely.