



## From The Source

### Incentives for Energy Upgrades

“ With the rebates and tax credits currently offered, there’s never been a better time to install new energy-efficient products in your home or business. ”



Patrick Michalkiewicz  
Customer Relations

# customer connection

Ideas, Advice and News from Peoples Gas



## Moving Meters Is Dangerous and Illegal

As part of its commitment to safety and reliability, Peoples Gas regularly inspects the meters and service pipes that provide natural gas to homes and businesses.

Occasionally, technicians discover gas meters have been moved from inside a building to the outside without the company’s authorization. When done incorrectly, moving meters and service pipes can create the risk of fire or pipe failure.

But it’s not just dangerous. Tampering with natural gas meters, pipes and other equipment owned by Peoples Gas violates federal law.

Stay safe and avoid potential legal hassles and the possibility of having your service disconnected.

If you are interested in the possibility of moving a natural gas meter or service pipe, start by visiting the **New Construction/Rehab Process** page on our Web site at [peoplesgasdelivery.com](http://peoplesgasdelivery.com). The quickest way to find the page is by entering “**New Construction/Rehab Process**” in the search box on our home page.

## 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

## Rebates, Tax Credits For Energy-Saving Products

Thinking of purchasing a new furnace or making some other energy-saving improvement before winter? If so, rebates and tax credits can ease your cost.

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The *Chicagoland Natural Gas Savings Program* offers rebates to Peoples Gas customers for certain types of high-efficiency products that help reduce natural gas use. And some of those products are among items that qualify for *Federal Tax Credits for Energy Efficiency* as well.

## Chicagoland Natural Gas Savings Program

The program currently offers rebates of up to \$750 on insulation, \$600 on boilers, \$450 on furnaces, \$400 on water heaters and \$100 on clothes washers. To learn more, visit [peoplesgasdelivery.com](http://peoplesgasdelivery.com) or call **866-964-7345**.



## Federal Tax Credits for Energy Efficiency

Taxpayers who make energy-efficient home improvements in 2009 and 2010 can claim a 30 percent credit on the first \$5,000 they spend, for a maximum credit of \$1,500. Unlike a tax deduction, a tax credit reduces your tax burden dollar for dollar. Items covered include windows, doors, insulation, roofs, water heaters and heating/air conditioning systems. For more information, visit [energystar.gov](http://energystar.gov).



## Natural Gas Safety Is Something To Raise A Stink About.

You can't miss that "rotten egg" odor of leaking natural gas. If there is a natural gas leak in your home, a few smart steps will help keep you and others safe.

If you smell natural gas, get everyone outdoors right away. Don't use telephones, flashlights or electrical switches. Call **866-556-6002** from your cell phone or a neighbor's home immediately. It only takes a moment and could save lives.

# Reading Your Bill

Need help understanding your monthly bill? Here are the line items you'll typically see.

Bill Date	Account Number	Payment Due Date	Amount Due
08/14/2009	9 9999 9999 9999	09/05/2009	\$181.75
Name	John Q. Customer		
Service Address	123 Main ST Chicago IL 60601-6207		
Service Classification	Rate 1 - Small Residential Service - Heating		
Delivery Charge	Customer Charge \$15.95		
First 50 Therms	\$0.33606 x 50.00 Therms =	\$16.80	
Over 50 Therms	\$0.10580 x 94.71 Therms =	\$10.02	\$42.77
Gas Charge	\$0.80610 x 144.71 Therms =	116.65	
Efficiency Program		\$0.34	
Environmental Charge	\$0.03280 x 144.71 Therms =	\$4.75	
Volume Balancing Adj.	\$0.00033 x 144.71 Therms =	\$0.05	
Taxes	Chicago Municipal Tax \$164.56 x 4.34 % = \$71.56		

- 1 Amount Due**  
The amount due is listed near the top of your billing statement and on the payment stub. You are responsible for paying this amount by the due date.
- 2 Delivery Charge**  
This charge is for delivering natural gas to your home or business. It varies with the volume of gas used, but typically accounts for about 25 percent of your bill.
- 3 Gas Charge**  
This is what Peoples Gas paid for your natural gas on the open market, with no additional fees. The gas charge can be volatile, given the swings in prices in recent years. It currently averages about 65 percent of your monthly bill.
- 4 Taxes**  
Taxes and fees imposed by local and state governments typically represent about 10 percent of your bill.