

Welcome

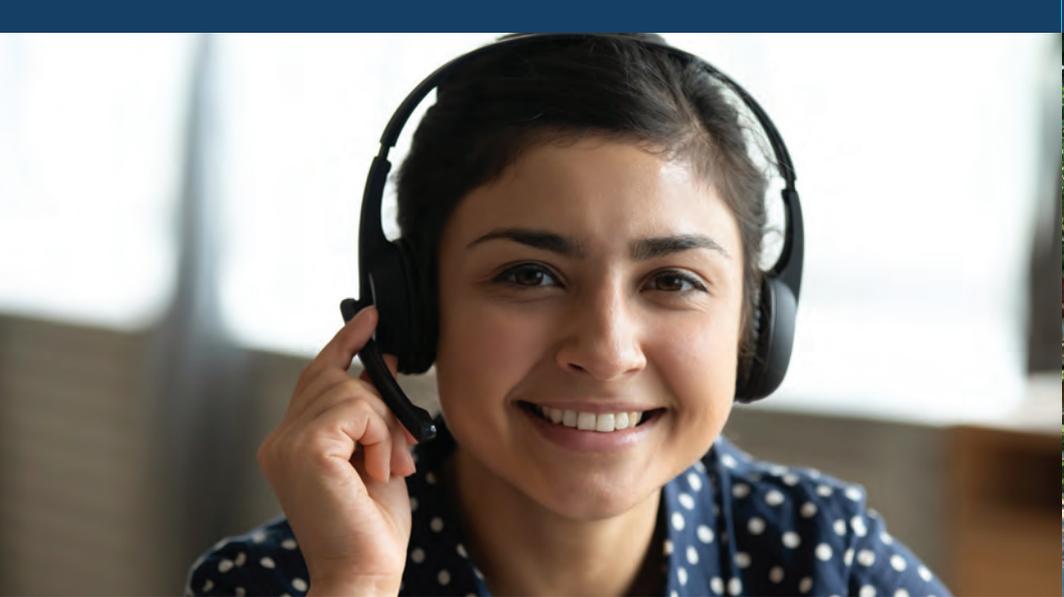
to Peoples Gas



Your guide to natural gas delivery services

PEOPLES GAS®

We Keep Life Moving®



Questions?

We're here to help.

This booklet provides information about the services and billing options offered by Peoples Gas, as well as some basic tips regarding safety and energy conservation. You'll find more information online at **peoplesgaskdelivery.com** and on our Peoples Gas app available through the App Store and Google Play.

If you have specific questions or concerns regarding your natural gas service, please fill out the Contact Us form on our website or call our Customer Service office during business hours. We look forward to serving you.

On the web

peoplesgaskdelivery.com

- Select "Contact Us" and email your question.

Customer Service

866-556-6001

- Monday through Friday, 7 a.m. to 7 p.m.
Saturday, 7 a.m. to 3 p.m.
- Email: customerservice@peoplesgaskdelivery.com



Contents

- 3 About natural gas
- 4 Staying safe around natural gas
- 8 Customer-owned buried piping
- 10 Energy conservation
- 12 Understanding your bill
- 14 Managing your account
- 15 Billing and payment
- 18 Financial and energy assistance
- 20 General information
- 21 Important contact information

Peoples Gas was the first utility in Chicago, providing gas for street lamps beginning in the mid-1800s. Since then, we've grown and changed along with the city and its residents. Today, we keep life moving by delivering natural gas to more than 878,000 homes and businesses via more than 4,400 miles of underground pipes running throughout Chicago .

Peoples Gas is a subsidiary of WEC Energy Group, a leading energy company with regulated utilities in Illinois, Wisconsin, Michigan and Minnesota.

PEOPLES GAS®

We Keep Life Moving®



About natural gas



Using natural gas is one of the most efficient and convenient ways to warm your home or business in the winter and heat your water, cook your meals and dry your clothes all year long.

Natural gas is naturally occurring and abundant in North America. In its native form, it is odorless and colorless.

Peoples Gas and other gas utilities add a harmless odorant called Mercaptan to natural gas to give it a distinct smell, similar to rotten eggs, that is easily identifiable in the event of a gas leak.

Staying safe around natural gas

When used properly, natural gas is a very safe fuel. But natural gas also can be dangerous. So take a few moments to learn how to stay safe around natural gas. More information about natural gas safety is available at peoplesgasdelivery.com.

If you smell gas

The natural gas delivered to your home or business has a distinctively unpleasant odor, similar to the smell of rotten eggs.

Whenever you smell a natural gas odor, something is not right. We recommend you evacuate the building immediately for your safety. Please remember the following steps:

- Do not light matches or turn on flashlights.
- Do not turn on or off lights or appliances.
- Do not use your phone — landline or cell — while inside. Take your cellphone with you.
- Get everyone out of the building.
- Once off the premises, call the Peoples Gas emergency line at **866-556-6002**.
- Stay out until Peoples Gas makes it safe to re-enter.

Peoples Gas investigates natural gas leaks 24 hours a day, free of charge.



What should I do if I smell natural gas?

Leave the building **IMMEDIATELY** and call 866-556-6002 from another location.



Carbon monoxide safety

Gas appliances that are malfunctioning or improperly vented can lead to a dangerous buildup of carbon monoxide (CO).

Illinois law requires all homes to have a CO alarm within 15 feet of sleeping areas. Make sure to change the batteries in CO alarms before winter and replace units older than five years.

Be alert for symptoms of CO poisoning: sudden flu-like illness, dizziness, headaches, weakness or fatigue, sleepiness, nausea or vomiting. If you suspect CO poisoning, get everyone out of your home immediately and call **911**.

Call before you dig

The natural gas, water and sewer lines serving your neighborhood run underground. In some neighborhoods, even the electric, telephone and cable TV lines run underground.

If you're planning a landscaping or home improvement project that involves digging, always call **811** at least two business days before you plan to begin. A technician will come to your home at no charge to mark the buried utilities on your property so you or your contractor can avoid striking them.

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

Flood safety

Heavy rains can cause basement flooding. A few simple steps can keep you safe if your basement floods.

- Don't step in floodwater. Before entering your basement, call the Peoples Gas emergency number at **866-556-6002** and ComEd at **800-334-7661** to turn off your natural gas and electricity.
- Drain the area using either a gasoline powered water pump located outside your home or an electric pump connected to an outside line.
- If you smell natural gas, leave immediately. Do not operate natural gas or electric appliances. Call the Peoples Gas emergency number at **866-556-6002**.
- Hire a contractor to inspect natural gas furnaces, water heaters and dryers exposed to floodwater. We can inspect your meter, regulator and service pipe, and turn off equipment that may be unsafe.

Flexible connector safety

Natural gas travels from your home's supply pipes to stoves and dryers via flexible, corrugated metal tubes.

Before 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. Don't try to move your stove or dryer yourself because the connector may break.

If you think you have uncoated brass connectors, call a qualified professional to replace them with today's safer, sturdier stainless steel or plastic-coated brass flex connectors.

Sewer line safety

If your sewer line is clogged or backed up, call Peoples Gas at **866-573-6867** before anyone attempts to clear it.

We will send a technician to determine whether any potential conflict exists between our natural gas pipes and your sewer line and to make sure it's safe for you or a contractor to use mechanical equipment to clear the sewer blockage. The service is free and available 24 hours a day.

Stay safe. Always call before clearing a blocked sewer line – 866-573-6867.



Uncoated brass flexible connector

Stainless steel flexible connector

SAFETY PHONE NUMBERS

Peoples Gas
Emergency Service
866-556-6002

Call Before You Dig
811

Call before clearing
a blocked sewer
866-573-6867

Natural gas safety basics

Staying safe around natural gas is mostly common sense, but it's always good to review the basics. Please take a few moments to remind yourself of the following safety steps to take in and around your home.

- Never use a stove or oven to heat your home.
- To prevent scalding, set your water heater's temperature no higher than 120 degrees F.
- Have your furnace inspected annually and replace or clean the filter as needed.
- Don't store flammable liquids (such as gasoline) near your furnace or water heater.
- Check gas appliances regularly to be sure they are properly vented.
- Keep the area around your water heater free of clutter, allowing air for proper combustion.
- Never hang things from utility pipes in your basement — additional weight could cause damage.
- If you use a space heater, follow the manufacturer's instructions carefully and ensure proper ventilation.
- If you have an outdoor natural gas meter, always keep it clear of debris for safety and accessibility during service calls and emergency situations and so the flow of natural gas is not obstructed.

Inside safety inspections

We are required by federal law to conduct periodic inspections of any natural gas meters and service pipes located inside your home.

If you receive a notice that you are due for an inside safety inspection, schedule an appointment immediately by calling the number on the notice or by visiting service.peoplesgasdelivery.com.

Renters may need to coordinate with the building owner or management company to provide access to the meter location so we can complete the inspection.

Please note: LIHEAP recipients who fail to respond to requests to schedule an Inside Safety Inspection risk disruption to their LIHEAP assistance.

If you do not schedule an appointment when notified, your natural gas service could be disconnected for safety reasons.

Inside safety inspections are:

- Critical to ensuring your safety
- Free
- Conducted on company-owned equipment inside your home
- Offered Monday through Saturday
- Completed in approximately 15 minutes. (In instances in which additional maintenance on the meter is required, the inspection may take longer.)

Customer-owned buried piping

Questions about natural gas piping?

You probably don't think about it much, but your home is served by a network of natural gas pipes that run underground. In Chicago, most of those pipes are owned by Peoples Gas, but there is a portion of pipes that are customers' responsibility.

What's our responsibility?

Peoples Gas owns and is responsible for maintaining the natural gas lines that deliver natural gas to the meter at your building, whether the meter is located outside or inside your building. If your building has more than one natural gas meter, Peoples Gas also is responsible for maintaining the pipes between the meters. Each year, Peoples Gas performs hundreds of thousands of inside safety inspections to check for leaks in the connections of its service pipes and meters.

What's your responsibility?

Customers are responsible for the pipes that exit the meter and serve the natural gas-fueled appliances throughout their property. This includes appliances inside and outside the building. Besides the usual boilers and furnaces, stoves and water heaters, customers may have natural gas lamps, grills or pool heaters that are all located outside the building.

For residential customers only:

In cases where meters are located three feet or more from the building, Peoples Gas is responsible for monitoring for corrosion and leaks of piping from the meter to the outside wall of the building. The pipes are still the property of the residence and any repairs that need to be made are the responsibility of the owner.

How do I locate buried piping?

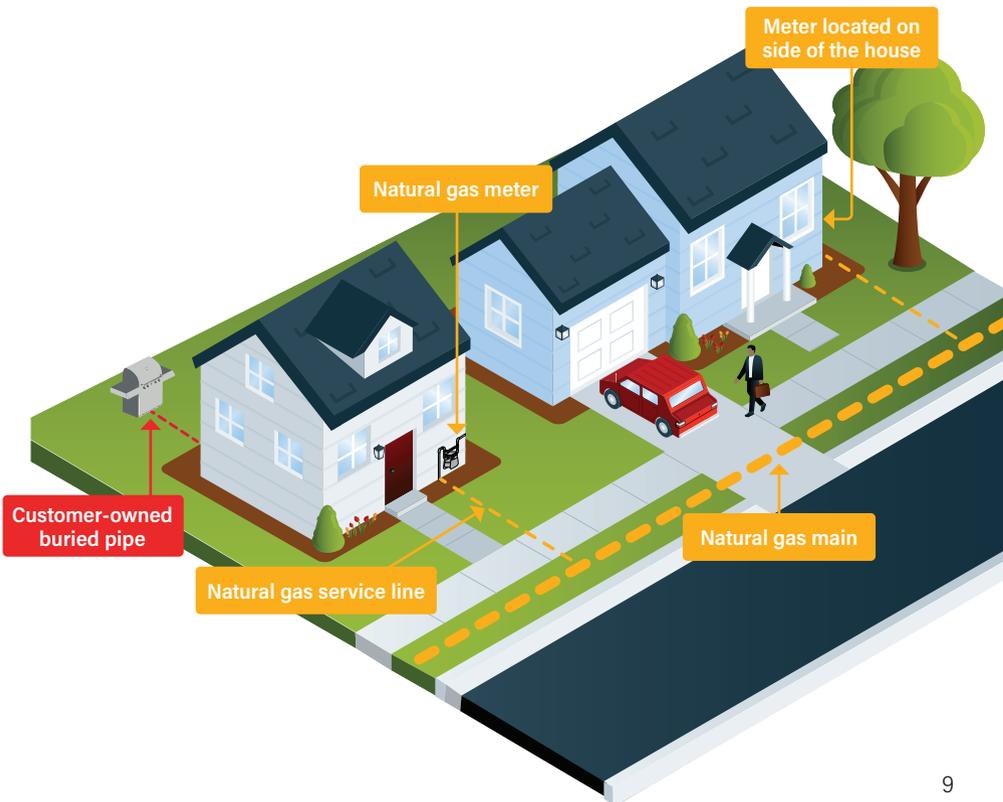
If you are planning a landscaping or home improvement project that involves digging, always call **811** at least two business days prior to digging for assistance in locating Peoples Gas service lines and other underground utilities on your property. If you have underground natural gas lines leading from your meter to outdoor appliances such as a pool heater, gas grill or gas lamp, have a qualified contractor locate and mark the locations of those customer-owned natural gas lines. Always dig by hand near buried natural gas piping or any other underground facility.

Who is responsible for the cost of maintenance and repair?

Buried piping is subject to corrosion or deterioration, which could lead to leaks over time. All customer-owned buried natural gas piping should be inspected periodically by a qualified contractor. If repairs need to be made, all costs associated with the maintenance and repair of customers' piping are the responsibility of the customer or property owner, and we recommend inspections be done annually.

Who can do the maintenance for me?

Customers may choose to have repairs, replacements or maintenance performed by any qualified contractor. Proper construction of buried piping is also critical for operational safety. Only approved installation practices and materials should be used in accordance with local building or other jurisdictional codes.



Energy conservation

Whether you're embarking on a full-scale home renovation or just trying to become more energy conscious, Peoples Gas has information to help you better manage your use of natural gas. Visit peoplesgasdelivery.com for the following information:

Energy-saving tips

Learn ways to save energy at little or no cost.

Rebates for energy efficiency

The Peoples Gas Energy Efficiency Program offers free products and rebates for certain types of energy-saving upgrades to your home or business.

Loans for furnaces and boilers

Eligible customers can receive a loan to purchase a high-efficiency furnace or boiler through the Illinois Energy Efficiency Loan Program, and then make monthly installment payments on their gas bill.

Natural gas appliance calculator

Determine how much energy is used by the appliances in your home or business.

Energy audits

Where does your home or business use – and waste – the most energy? How does it compare to others like it? An energy audit can provide the answers.



REBATES FOR ENERGY- SAVING UPGRADES

The Peoples Gas Energy Efficiency Program offers free energy-saving products and rebates to Peoples Gas customers when they make certain types of improvements to their properties.

For more information, visit peoplesgasrebates.com or call 855-849-8928.

PEOPLES GAS®
ENERGY EFFICIENCY PROGRAM



10 ways to start saving today

Here are 10 ideas to get you on the road to energy savings. Find more energy-saving tips at [peoplesgasdelivery.com](https://www.peoplesgasdelivery.com).

1. Caulk around window frames, install plastic sheeting over leaky windows and weatherstrip doors.
2. Set your thermostat as low as is comfortable in the winter.
3. Install a programmable thermostat to automatically lower the temperature overnight and when no one is home.
4. Clean or replace furnace filters as needed during the heating season.
5. In winter, open curtains and blinds during the daytime to take advantage of the sun's warmth and close them at night to retain heat.
6. Close doors and vents in rooms you don't regularly use, such as an extra bedroom.
7. Replace an older water heater with an energy star-certified model.
8. Set your hot water heater's temperature no higher than 120 degrees F.
9. Wash clothes in cold water.
10. Run your dishwasher only when you have a full load.

Understanding your bill

We've designed your monthly bill to be clear and easy-to-read. Take a moment to read through the sample bill below and the descriptions of its different parts.



Customer Service 866-556-6001
24-Hour Gas Emergencies 866-556-6002
En Español 866-556-6003
TDD Line 866-556-6007

www.peoplesgasdelivery.com

Bill Date	Account Number	Next Meter Read Date	Amount Due	Payment Due Date
02/10/2021	0123456789-00001	03/09/2021	\$148.82	03/04/2021

Customer Name
SALLY J CUSTOMER

Service Address
100 E MAIN ST
CHICAGO IL 60601-1234

Activity Since Last Bill

01/14/2021	Previous Balance	\$147.38
02/01/2021	Payment	-\$147.38
	Balance	\$0.00
	Total Current Charges	\$148.82
	Total Current Balance	\$148.82

Gas Service

Rate 1 - Small Residential Heating

Meter P1234567	Actual Reading 02/09/2021	1230
	Actual Reading 01/12/2021	-1078
	Total Gas Use	152 CCF

152 CCF x 1.051 BTU = 159.8 Therms

Delivery Charges

Customer Charge		\$36.52
Distribution Charge	159.8 Therms at \$0.19477	\$31.12
Storage Service Charge	159.8 Therms at \$0.03555	\$5.68
Gas Charge	159.8 Therms at \$0.29040	\$46.41
Energy Efficiency Program	159.8 Therms at \$0.01280	\$2.05
Environmental Charge	159.8 Therms at \$0.012957	\$2.07
UEA - Gas Cost Adjustment	2.88% of \$46.41	\$1.34
Tax Cost Adjustment		-\$2.71
Qualified Infrastructure Plant Charge	15.06% of \$69.18	\$10.42

Taxes

Chicago Municipal Tax	8.24% of \$132.90	\$10.95
State Tax	0.1% of \$132.90	\$0.13
State Gas Revenue Tax	159.8 Therms at \$0.024000	\$3.84

Subtotal: \$147.82

Gas Service Total: \$147.82

Messages
View your bill online anytime in My Account. Visit our website to sign up.

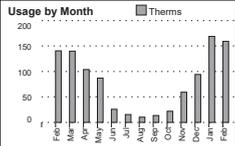
Account Summary

Bill Period: 01/13/2021 to 02/09/2021

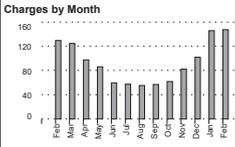
	Feb 2021	Jan 2021	Feb 2020
Billing Days	29	35	27
Avg Temp	25°F	32°F	30°F
Heating Deg Days	1114	1156	940
Cooling Deg Days	0	0	0
Therms Used	159.8	169.1	141.2
Avg Therms / Day	5.7	4.8	5.2
Utility Gas Cost	\$0.29	\$0.29	\$0.27

Graphs

Usage by Month



Charges by Month



ACCOUNT NUMBER: 0123456789-00001

INVOICE: 12345678190

Page 1 of 1

WEC_PDF_Out 12345 (12)



ACCOUNT NUMBER: 0123456789-00001

Please return this stub with your payment.

Amount Due By	03/04/2021	\$147.82
A 1.5% late fee may be charged on any unpaid balance		
Please write your account number on your check		
Amount Enclosed		
<input style="width: 100%; height: 20px;" type="text"/>		

SALLY J CUSTOMER
100 E MAIN ST
CHICAGO IL 60601-1234

Peoples Gas
PO Box 6050
Carol Stream IL 60197-6050

012345678901000010 1000012345

- 1 Contact and emergency information.
- 2 Your bill date, account number, next meter read date, amount due and payment due date.
- 3 Account Summary section with at-a-glance usage and cost-comparison graphs.
- 4 Your name and service address.
- 5 Activity Since Last Bill section showing your previous balance and payment, plus current charges and balance.
- 6 Your gas usage information.
- 7 Convenient payment stub to include with your payment.
- 8 Easy-to-find amount due and due date on payment stub.
- 9 Payment mailing address.

Your monthly natural gas bill may vary from month to month or year to year. Many factors can affect your bill, including:

Seasonal changes. In winter, cold weather and reduced sunlight mean more energy is needed for heating, not only for the furnace but also for the water heater.

Appliance efficiency. Older, less efficient appliances use more energy. Replacing them with high-efficiency units can significantly reduce your natural gas costs.

Changes in living habits. Did keeping guests comfortable during an extended winter stay mean turning up the thermostat? Have you been washing more clothes or taking more baths or showers lately? Did that new gourmet cooking show you've been watching get you cooking more with natural gas? These kinds of lifestyle changes can increase your natural gas use.

Gas cost adjustment. Natural gas rates are adjusted monthly because of increases and decreases in the prices charged by the companies that supply the gas we deliver to you. This charge is reflected on your bill as Gas Charge. We do not mark up the prices we pay these suppliers for the gas.

When your amount due differs from your neighbor's, compare home sizes, layouts and insulation factors. Family size, thermostat settings and the hours spent at home can also cause variations. If you suspect an error on your bill, please call us at 866-556-6001.

Managing your account

Easily manage your energy account in our app or online with **My Account** at peoplesgasdelivery.com.

Account summary

View your latest bill, amount due and monthly energy use.

Make a payment

Make a free online payment from your bank account.

View bill history

Review up to 24 months of bill history, including energy use and detailed charges.

View payment history

View and sort up to 24 months of your past payments.

Compare your bills

Analyze changes to your energy bills and learn how they may have been affected by weather, living habits and more.

Customized notifications

Never miss a payment by signing up for billing and payment notifications, and set a dollar limit alert in our app.

Update account information

Easily update your contact information and make changes to your email address and password.

Monthly bill inserts

View our monthly bill inserts to get energy-saving tips, important safety reminders.

Start, stop or move service

Complete our convenient online application to start, stop or move your service.

For more flexibility, download our app. Your My Account sign in will work seamlessly across both convenient options.

Download our app today.



Billing and payment



Sign up at

[peoplesgasdelivery.com](https://www.peoplesgasdelivery.com) or
download our app, to choose the
billing and payment options that
fit your needs.

Choose the way you pay

When it comes to managing your bills, you have options to make it easier. Whether you prefer to pay your bills online or through the mail, the choice is yours.

For more information, or to enroll in one or more of the following options, download our app, visit [peoplesgasdelivery.com](https://www.peoplesgasdelivery.com), or call customer service at **866-556-6001**.

Paper-free billing

Stop receiving paper bills and securely view your bills in our app or on our website — anytime, anywhere. You'll receive an email reminder when your bill is ready, and can access up to 24 months of billing statements.

My Account

Make a free payment from your bank account in our app or on our website from anywhere. And, never miss a payment by signing up for custom billing and payment notifications.

Quick Payment

Pay your bill instantly for free with your credit card, debit card or checking account in our app, on our website or by phone. A service fee will be charged for checking account payments made via phone or through the BillMatrix portal on our website.

Automatic Payment

Have your monthly payments automatically withdrawn from your bank account each month. No more checks, no stamps, no late payments.

Budget Billing

Even out your energy bill. We calculate your estimated yearly energy cost by averaging your historic use and dividing it into 12 equal payments. Every six months, your account will be reviewed and your payment amount may be adjusted to more closely reflect your actual use. Your bill for the 12th month will include any difference between what you paid and the actual cost of the energy used throughout the year. If you paid too much, we'll apply a credit to your bill. If you paid too little, the balance will be spread over the new Budget Billing year.

Payment by mail

If you misplaced the envelope included in your monthly statement, you can mail your payment to:

Peoples Gas
P.O. Box 6050
Carol Stream, IL 60197-6050

Payment locations

For your convenience, Peoples Gas offers many payment locations throughout the northern suburbs where you can pay your bill. Call **866-556-6001** or visit **peoplesgaskdelivery.com** to find the payment location nearest you.

Braille and large print billing

Braille and large print billing are free services that can help our visually impaired customers manage their bills more easily. If you or someone you know would benefit from receiving monthly statements in braille or large print, we would be happy to accommodate.

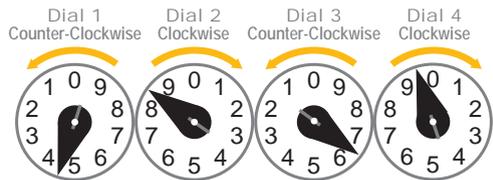
Estimated bills

There are times when we may be unable to read your meter. At these times, we need to estimate your bill, based on past use and recent weather conditions. Any differences between the estimated reading and your actual use will be accounted for with your next actual meter read.

If you prefer, you can also submit a meter reading online through **My Account** at **peoplesgaskdelivery.com**. If one of our technicians hasn't read your meter for two or more consecutive months, this option may not be available, and you will need to schedule an appointment.

How to read your meter

- Start from the left. If the hand on the dial points between two numbers, enter the lower number, unless the hand is between 9 and 0 in which case use the 9. **The reading for the example below is 4869.**



- Call our toll-free automated meter-reading line at **866-556-6001**. Please have your account number and reading date available when you call. Follow the prompts to enter your phone or account number, and those to enter your meter reading.

Late payments

Your Peoples Gas bill is due 21 days after the "bill date" shown on your bill. Your bill is considered late when it has not been received by Peoples Gas by the "payment due date" on the bill. If it remains unpaid more than two days after the due date a 1.5 percent late charge is added to the unpaid balance. We may be able to help you avoid this late charge if you call us early. If your bill is late four or more times in a 12-month period and you have past due arrears of 30 days or more you will be billed a deposit. Customers who have been qualified as "Low-Income Customers" have special rights regarding late payments. See, *Rights of Low-Income Customers*, on page 19.

Disconnection

Disconnection is a last resort and only happens when a customer:

- Fails to pay or make arrangements to pay an overdue account.
- Fails to comply with a deferred payment agreement or deposit arrangement.
- Fails to provide access to Peoples Gas-owned equipment for a meter reading, an inside safety inspection, meter change or other maintenance required to ensure public safety.
- Fails to grant access to the fire department or any other civil authority seeking access to a property to ensure public safety.
- Fails to comply with any rules or orders of the Illinois Commerce Commission
or
- Engages in theft of natural gas or tampers with a natural gas meter.

Peoples Gas also may disconnect service if an unsafe condition exists or if natural gas is being used at an address without a valid account.

Customers faced with a service disconnection and who have special conditions in their households (illness, elderly, infants, medical or life support equipment) should contact Peoples Gas immediately.

Reconnection

To resume service after being disconnected for non-payment, you will need to pay a reconnection charge and the past-due bill.

Deposits

You may be required to pay a deposit. If so, the first installment of the deposit will be included on your first bill statement. The remaining installments will appear on your subsequent bill statements until the balance is paid in its entirety. A deposit may be issued upon application for service or at any time a customer has service. Deposits are required based on a customer's late payment history, past-due amounts, credit scores and other factors affecting the potential for unpaid debt.

Customers who have been qualified as "Low-Income Customers" have special rights regarding deposits. See, *Rights of Low-Income Customers*, on page 19.

Third-party notification

For customers facing disconnection who cannot act on their own, we will send a copy of the advance disconnection notice to any third party you select — a relative, clergy member, physician or government agency, who will act on your behalf, though they are not obligated to pay your bill.

For more information, call Customer Service at **866-556-6001** or visit **peoplesgasdelivery.com**.

Financial and energy assistance

Anyone can get into a situation in which it becomes difficult to pay their natural gas bill. If you call us early enough, we can help you find a way to resolve the situation.

Call Peoples Gas at **866-556-6001** to discuss your circumstances, establish a payment agreement, make an initial, partial payment and find out about energy assistance programs.

Customers who have been qualified as “Low-Income Customers” have special rights regarding payment arrangements. See, *Rights of Low-Income Customers*, on page 19.

- **Short-Term Payment Plan** – You can sign up for a Short-Term Payment Plan online at **peoplesgasdelivery.com** or by calling Customer Service at **866-556-6001**. The plans allow you to catch up on your bills over several months by paying a portion of your past-due balance with your current bill.
- **Minimum Payment Option** – If you are not eligible for a Short-Term Payment Plan and are facing disconnection, you can maintain service by making a payment under the Minimum Payment Option outlined on your disconnection notice.
- **Medical Certificate Program** – If you are having trouble paying your bills due to an illness, you may be eligible for a medical certificate allowing you to maintain service for up to 60 days.
- **Low-Income Home Energy Assistance Program (LIHEAP)** – LIHEAP provides grants to households at or below 150 percent of the federal poverty level to help customers pay outstanding bills, reconnect service and keep their natural gas service on. To learn how to apply, call the Community and Economic Development Association (CEDA) at **800-571-CEDA (2332)** or visit **cedaorg.net**.
- **Share the Warmth** – Funded by Peoples Gas and customer donations, Share the Warmth provides grants of up to \$200 to eligible customers. For information about applying, call the Community and Economic Development Association at **800-571-CEDA (2332)** or visit the ‘Financial and energy assistance’ page at **peoplesgasdelivery.com**.



Rights of Low-Income Customers

Customers who have been qualified as “Low-Income Customers” have special rights regarding the following:

- **Deposits; Late Payment Charges; and Payment Arrangements**, including the Peoples Gas **Short-Term Payment Plan**.

These special rights were designed to allow Low-Income Customers to maintain their natural gas service.

A customer becomes qualified as a Low-Income Customer when the Community and Economic and Development Association (CEDA) notifies us of the customer’s eligibility for financial assistance through the **Low Income Home Energy Assistance Program (LIHEAP)**. To learn how to apply for a LIHEAP grant, call CEDA at **800-571-2332** or visit **cedaorg.net**.

General information

Change of address

If you're moving to a new address, **please notify us at least 10 business days before your moving date.** This allows for a better chance of securing your first choice for an appointment, reducing the risk of service interruption and ensuring you are only billed for the service you use.

Visit the My Account section of **peoplesgasdelivery.com** and complete the online application under **Start, stop or move service** or call Customer Service at **866-556-6001**.

Telephone Consumer Protection Act

We include the phone number you gave us with your account information so we can contact you when necessary. This allows us to communicate important information with you about outages, service appointments and your account. As always, your information is kept strictly confidential.

Illinois Commerce Commission

As a natural gas utility, Peoples Gas is regulated by the Illinois Commerce Commission (ICC).

The ICC approves the delivery rates charged by Peoples Gas. The ICC also establishes standards for service, reliability and safety that Peoples Gas must meet or exceed. Those standards include rules and regulations regarding eligibility for service, deposits, billing, payment, refunds and disconnection of service (83 Illinois Administrative Code 280, also known as Part 280). You can

review Part 280 in the ICC offices or at **peoplesgasdelivery.com** under **Customer Rights and Responsibilities**.

You can learn more about the ICC and its role in regulating utility companies at **icc.illinois.gov**.

Complaint process

If you have a complaint or dispute, please begin by speaking with a Customer Service representative at **866-556-6001**. If your complaint is not resolved by our Customer Service representative, you may request a referral to and response by a company supervisor. You also may contact us online (*see contact information on next page*). We will do everything we can to resolve your complaint promptly and fairly.

If we are unable to resolve your complaint, you may make an informal complaint to the Illinois Commerce Commission's Consumer Services Division by phone, online, mail or in person.

ICC Consumer Services Division

Phone: **800-524-0795**
(TTY: 800-858-9277)

Online: **www.icc.illinois.gov/
consumer/complaint/**

Mail: **527 E. Capitol Ave.,
Springfield, IL 62701**

If the Consumer Services Division cannot resolve your complaint informally with input from you and Peoples Gas, you have the right to file a formal complaint with the ICC.

Important contact information

We look forward to serving you.

We hope this booklet and our online tools help you manage your energy use and bills. Please contact us if you need help or have questions.

Website: **peoplesgasdelivery.com**

Email: **customerservice@peoplesgasdelivery.com**

Phone: **Customer Service**

Monday through Friday, 7 a.m. to 7 p.m.

Saturday, 7 a.m. to 3 p.m.

866-556-6001

Servios al Cliente

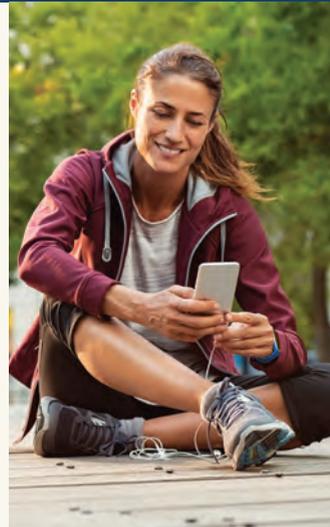
Lunes a Viernes, 7 a.m. a 7 p.m.

Sabado, 7 a.m. a 3 p.m.

866-556-6003

TDD Line

866-556-6007



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Important contact information

Please remove this card and keep it for future reference.

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- Customer Service: **866-556-6001**
- 24-Hour Natural Gas Emergency: **866-556-6002**
- Call Before You Dig: **811**
- Email: **customerservice@peoplesgasdelivery.com**
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Le proporcionamos esta informacion como cliente.
Si desea recibir una traduccion, llame al 866-556-6003.

Peoples Gas

200 E. Randolph St.
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866-556-6001

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