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 much more information at peoplesgasdelivery.com.

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
peoplesgasdelivery.com
- Click on "Contact Us" and enter your question. We answer all inquiries within two business days.

Customer Service
866-556-6001
- Monday through Friday, from 7 a.m. to 7 p.m.
  Saturday, from 7 a.m. to 3 p.m.
- Email: customerservice@peoplesgasdelivery.com
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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 845,000 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
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.
Flexible connector safety
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. 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.
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 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.
- 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.

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. 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.)

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

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.
9. Wash clothes in cold water.
10. Run your dishwasher only when you have a full load.
Understanding your bill

You will receive your Peoples Gas bill monthly or bimonthly, depending on the type of service you have. We’ve designed your bill to be as clear and easy-to-read as possible. Please take a moment to become familiar with this sample bill.

Bill Date | Account Number | Payment Due Date | Amount Due
--- | --- | --- | ---
05/04/2018 | 0999999999-00001 | 05/29/2018 | $144.78

Customer Name: JOHN Q. CUSTOMER
Service Address: 123 MAIN ST
CHICAGO IL 60601-6207

Activity Since Last Bill:
- Previous Balance 04/03/2018: $92.79
- Payment Received 04/24/2018: -$92.79
- Balance: $0.00
- Total Current Charges: $144.78
- Total Current Balance: $144.78

Therm Conversion: 145 x 1.037 BTU Factor = 150.4 Therms

Delivery Charge:
- Customer Charge: $32.85
- Distribution Charge: 150.4 Therms at $0.19477 = $29.29
- Energy Efficiency Program: $0.19
- Environmental Charge: $2.24
- UEA - Gas Cost Adjustment: $1.33
- Volume Balancing Adjustment: 150.4 Therms at -$0.01130 = $1.70
- Gas Charge: 150.4 Therms at $0.30660 = $46.10
- The Gas Charge is the cost of the gas itself, which is passed directly on to you. The gas charge for May is 30.65 cents per therm and for April was 30.66 per therm.
- Qualified Infrastructure Plant Charge: 11.00% of $69.65 = $7.66
- Chicago Municipal Tax: 8.24% of $130.30 = $10.74
- State Tax: 0.1% of $130.30 = $0.13
- State Gas Revenue Tax: 150.4 Therms at $0.024 = $3.61
- Total Gas Service Charges: $144.78
- Total Current Charges: $144.78

Account Summary:
- Billing Period: 04/03/2018 to 05/03/2018
- May 2018: 150.4 Therms
- May 2017: 20.7 Therms

The Gas Charge is the cost of the gas itself, which is passed directly on to you. The gas charge for May is 30.65 cents per therm and for April was 30.66 per therm.

You can view your bills online by enrolling in the Your Account section of our website.

Account Number: 0999999999-00001

Amount Due By: 05/29/2018
$144.78

A 1.5% late fee will be charged on any unpaid balance.

Amount Enclosed
[Blank]

I want to pledge $1 per month to the Share the Warmth program, which helps pay energy expenses for those in need. I have added $1 to my payment.

Peoples Gas
PO Box 2968
Milwaukee, WI 53201-2968
Left portion of bill

1. Bill date, account number, payment due date and amount due
2. Name and service address associated with the account
3. Summary of balance and payment activity since your last bill
4. Service classification, meter reading and conversion to therms
5. Detailed breakdown of the delivery charges, gas charges and taxes that make up your total bill
6. Important messages from Peoples Gas

For multipage bills, messages may appear on subsequent pages and not on the first page as shown in the sample bill at left.

Right portion of bill

7. Toll-free customer service and emergency phone numbers
8. Graph summarizing monthly usage in therms
9. Graph summarizing monthly total charges

Perforated lower portion to return with payment

10. Payment due date and amount due
11. Monthly Share the Warmth donation enrollment
Visit Your Account at peoplesgasdelivery.com for detailed information about your energy use and bill. When you log in to Your Account, you’ll get the following personalized billing and energy information.

- **Account summary**
  Access your last payment, when it was received, amount due and due date of your next payment.

- **View payment history**
  View and sort up to 24 months of your past payments. You can even download the information to a spreadsheet for easy recordkeeping.

- **View bill history**
  Review up to 24 months of bill history, including natural gas used and detailed charges. Then save your history to a spreadsheet.

- **Billing and payment**
  Review the various ways you can choose to receive and pay your bill, then sign up for the one that best meets your needs.

- **Monthly bill inserts**
  Get energy-saving tips, important safety reminders and information about Peoples Gas products and services every month.

- **Update your account information**
  Keep your Peoples Gas account information current, including the primary billing name, address and contact information.

- **Update your profile**
  Add or delete account numbers to your profile, change your email address and update your password.
Billing and payment

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, visit peoplesgasdelivery.com or call Customer Service at 866-556-6001.

**e-Bill Paperless Billing and Payment**
e-Bill Paperless Billing and Payment lets you receive, view and pay your monthly Peoples Gas bill online — with the same easy-to-read design you'd get in the mail. When you enroll in e-Bill, you'll receive a monthly email reminder when your bill is ready for review and payment. You also can set up recurring and automatic payments.

**Quick Payment**
Pay your Peoples Gas bill instantly with your credit card, debit card or checking account by calling 866-846-1566 or online at peoplesgasdelivery.com. A service fee will be charged.

**Automatic Payment**
Have your monthly payments automatically withdrawn from the bank of your choice by the bill due date. No more checks, no more stamps, no more late payments.

**Budget Billing**
Even out your natural gas bill. Peoples Gas will take your estimated natural gas costs for the coming year and divide it into 12 equal monthly payments. During the course of the year, your account will be reviewed and your Budget Billing amount may be recalculated to account for the difference between what you paid and the actual cost. Depending on your natural gas use, there may be an adjustment.

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

Peoples Gas
P.O. Box 2968
Milwaukee, WI 53201-2968

SIGN UP ONLINE
Visit peoplesgasdelivery.com to choose the billing and payment options that fit your needs.
Payment locations
For your convenience, Peoples Gas offers many payment locations throughout Chicago where you can pay your bill. Call 866-556-6001 or visit peoplesgasdelivery.com and click on the ‘Pay in person’ icon to find the payment location nearest you.

Braille billing
Braille billing is a free service that can help our visually impaired customers manage their Peoples Gas bills more easily. If you or someone you know would benefit from receiving monthly statements in Braille, we would be happy to accommodate.

Estimated bills
If we are unable to read your meter, you will receive a bill with an estimated use. The estimated bill will be based on the heating degree days during that billing period and previous usage at the premise.

If you prefer to read your meter, you can call in the reading to our automated meter-reading line, or enter it online. Go to the ‘Billing and payments’ page on peoplesgasdelivery.com and click on the ‘Reading your meter’ quick link. 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.
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.
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 Your Account section of peoplesgasdelivery.com and complete the online application under 'Start or Stop 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 by clicking on the ‘Customer Rights and Responsibilities’ link on our home page.

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.
We look forward to serving you

We appreciate the trust you have placed in Peoples Gas, and we'll work to ensure we keep earning it.

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.

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. to 7 p.m.
Sabado, 7 a.m. to 3 p.m.
866-556-6003

**TDD Line**
866-556-6007

Email: customerservice@peoplesgasdelivery.com
Website: peoplesgasdelivery.com

**Important Phone Numbers**
*Please remove card and keep these important numbers.*

**Connecting with us**

- Customer Service: **866-556-6001**
- 24-Hour Natural Gas Emergency: **866-556-6002**
- Call Before You Dig: **811**
- Email: customerservice@peoplesgasdelivery.com
- Web: [www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com)

*PEOPLEs GAS*®

*We Keep Life Moving*
Le proporcionamos esta información como cliente. Si desea recibir una traducción, llame al 866-556-6003.

Peoples Gas
200 E. Randolph St.
Chicago, Illinois 60601
866-556-6001
peoplesgasdelivery.com