

November 30, 2011

The Honorable Robert F. Powelson  
Chairman  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105

Dear Chairman Powelson:

Thank you for your letter dated November 3, 2011 regarding the ninth annual “Prepare Now” campaign. We agree that it is important to inform customers about the programs and services that are available to assist them in maintaining or restoring their utility service.

As we enter the winter heating season, we recognize the importance of working with customers to have their service restored. We have provided training to our customer service representatives on our credit procedures and the programs that are available for income eligible customers. We offer payment arrangements for eligible customers and will waive the requirement that security deposit and reconnection fees be paid prior to service restoration. We support a number of programs and services to assist our customers and make every effort to help them to maintain utility service as outlined below.

Customers are advised about low income programs, energy efficiency and safety related issues through a number of mechanisms including:

- The media, website, and bill inserts, which are used to promote our programs. An example of the safety information is included in Attachment 1.
- Participation in fairs, events and joint projects such as: Be Utility Wise, PA Aging, Utilities and Economic Education Consortium, furnace clean/tune up programs, and the Green Economy Initiative.
- A summary of Peoples’ programs is incorporated into a “Customer Referral Guide” that is provided to area social service agencies. (Attachment 2)
- We conduct extensive outreach about the Low Income Home Energy Assistance Program including the “Partners for Warmth” with Columbia Gas, Equitable Gas and Peoples TWP companies. This is the twentieth year that Franco Harris has donated his time and talent to help to promote LIHEAP.  
[www.PartnersforWarmth.org](http://www.PartnersforWarmth.org) (Attachment 3)
  - The Partners for Warmth held a press conference to kick off the opening of LIHEAP on November 1. Vice Chairman Coleman and DPW Secretary Gary Alexander were among the featured speakers. Secretary Alexander presented Franco with a proclamation from the Governor recognizing Franco for his community service.

- A LIHEAP kick off was held at our Customer Service Center and Peoples added information about LIHEAP on its VRU.
- An outbound calling campaign is being conducted to encourage potentially eligible customers to apply for LIHEAP.
- Our field personnel have received information on referral sources, including our CARES program and have pocket cards with referral sources. Referral information is included with termination notices and with the information provided to those without utility service. (Attachment 4)
- We promote all of our programs internally and provide training on universal service programs, payment arrangements, budget plans and third party notifications.
- We have specially trained customer service representatives who provide referrals for income eligible customers. We also have a separate 800 number available for universal service programs, including the Customer Assistance Program (“CAP” Program). The CAP Program allows eligible low-income customers to make affordable payments for natural gas service.
  - Customers who enroll in the CAP program will have their security deposits waived upon eligibility certification and if their service is off, service will be restored for first time participants. More than 17,000 customers participate in our CAP program.
  - In addition, Peoples contracts with Dollar Energy Fund to provide “one stop shop” referral assistance.
- Peoples has been a member of Dollar Energy Fund since its inception in 1983 and has donated more than \$7.4 million shareholder and administrative funds and has helped to raise an additional \$4.8 million in customer and other third party donations to assist customers.
  - We encourage our customers to make donations to the Dollar Energy Fund by providing information on our website, bill inserts and on billing statements. (Attachment 5)
  - Peoples partners with Dollar Energy Fund to promote the fourth annual “Warmathon” which will be held next February. This two and one half day event, held in conjunction with KDKA Radio/Television, accepts pledges to the Dollar Energy Fund. To date, the Warmathon has raised \$890,000 including utility matching donations; of that \$221,088 was distributed to Peoples’ customers. [www.warmathon.org](http://www.warmathon.org)
  - For the third year, Peoples and Hearth and Home Furnishings, is conducting a Dollar Energy Fund campaign entitled “Warm Your Hearth...Touch a Heart.” We have raised almost \$28,000 from the past two years with a portion of the proceeds from the sale of gas related appliances donated to Dollar Energy Fund. This year, Peoples TWP joined with us and the campaign is advertised on KDKA Television through the end of December.
  - As part of the Tennessee Pipeline Refund, Peoples will provide \$1.9 million to Dollar Energy Fund to provide additional assistance to needy customers.

Peoples also supports numerous charitable efforts to assist its neighbors including food banks and community based organizations as demonstrated by our first annual Community Involvement Report. (Attachment 6)

We hope that this information is helpful. Please feel free to contact me or contact Sadie Kroeck at 412-208-6556 or [Sadie.J.Kroeck@peoples-gas.com](mailto:Sadie.J.Kroeck@peoples-gas.com) for additional information. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Morgan O'Brien". The signature is fluid and cursive, with the first name "Morgan" written in a larger, more prominent script than the last name "O'Brien".

Morgan O'Brien  
President & CEO  
Peoples Natural Gas Company

Enclosures

CC: Commissioners  
Alexis Bechtel, Director, Bureau of Consumer Services  
Grace McGovern, Bureau of Consumer Services

# PEOPLES VIEW

*Safety.  
Customer Commitment.  
Trust.  
Community.*

NEWS YOU CAN USE FROM YOUR ENERGY PARTNERS AT PEOPLES NATURAL GAS

FEBRUARY 2011

## A MESSAGE FROM PEOPLES' CEO

In 2011, Peoples Natural Gas will continue to re-establish ourselves as a committed community partner and a leader in the natural gas industry. Our vision is to help Western Pennsylvania move forward by serving our customers well, creating jobs and supporting economic development in the region.

Our plans for a new customer service call center right here in Western Pennsylvania are well underway. We are in the process of building new billing and pipeline monitoring systems. We continue to create local jobs and are investing in infrastructure improvements.

We remain committed to providing you with safe, reliable service. Again, thank you for your continued support as we create **your** Peoples Natural Gas.



**Morgan K. O'Brien**  
*President and CEO*  
*Peoples Natural Gas Company LLC*



## CUSTOMER ASSISTANCE PROGRAM

Having trouble paying your natural gas bill? If so, help is available to income-eligible customers.

Peoples Natural Gas Customer Assistance Program (CAP) is a special payment arrangement for people who meet income guidelines and are having trouble paying their bills.

CAP participants make affordable payments to maintain gas service by paying between 8 and 10 percent of their total monthly before tax household income each month.

Call 1-800-400-WARM (9276) for more information and to see if you qualify.



375 North Shore Drive, Suite 600  
Pittsburgh, Pennsylvania 15212  
1.800.764.0111  
www.peoples-gas.com



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PEOPLES VIEW / FEBRUARY 2011

## THIRD PARTY NOTICE

Baby boomers are getting older and so are their parents. We are all living fuller, more mobile and healthier lives.



With the Third Party Notice, a friend, relative or agency can be notified if service is in danger of being terminated. The third party receives a copy of the termination notice and can take action to make sure gas service continues. The third party is never obligated to pay the bill.

If you would like to be designated a third party, or if you would like to designate someone to be a third party for you, please visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) and enter keywords: **third party notice**. You may also call us at 1-800-764-0111 to request a Third Party Notice enrollment form.

Fill out the enrollment form and mail it to the address listed on the form. Both parties must sign the form.

## ENERGY ASSISTANCE—CRISIS PROGRAM

The Pennsylvania Low-Income Home Energy Assistance Program (LIHEAP) opened Crisis Program centers on January 3, 2011 with a tentative closing date of March 31, 2011. These centers will assist eligible low-income households that are experiencing heating emergencies by providing an energy assistance grant. Heating emergencies include: no heat, lack of deliverable fuel, and need for heating system and fuel line repairs and replacements.

To qualify for a Crisis Program grant, the applicant must provide proof of their heating emergency, social security numbers for all members of the household and proof of before tax household income for the last 90 days – at the minimum. Household income cannot exceed the guidelines shown below.

Household Size	Max. Annual Income
<b>1 Person</b>	<b>\$ 17,328</b>
<b>2 People</b>	<b>\$ 23,312</b>
<b>3 People</b>	<b>\$ 29,296</b>
<b>4 People</b>	<b>\$ 35,280</b>
<b>5 People</b>	<b>\$ 41,264</b>
<b>6 People</b>	<b>\$ 47,248</b>

*For each additional person, add \$5,984.*

For more information, contact your local County Assistance Office or the LIHEAP hotline at 1-866-857-7095. You may also contact Peoples Natural Gas at 1-800-400-WARM (9276).



## ASK TO SEE IDENTIFICATION

Peoples Natural Gas service personnel will always carry a company identification card. Protect yourself from imposters. Ask to see an ID. Identification cards will have the service person's name, picture and the Peoples Natural Gas logo. Also, look for a vehicle with the Peoples Natural Gas logo.

## EMERGENCY SERVICE CONTACT INFO

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week.

If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, call us immediately at **1.800.400.4271**.

# PEOPLES VIEW

Safety.  
Customer Commitment.  
Trust.  
Community.

NEWS YOU CAN USE FROM YOUR ENERGY PARTNERS AT PEOPLES NATURAL GAS

APRIL 2011

## A MESSAGE FROM PEOPLES' CEO

The vision of Peoples Natural Gas is to help western Pennsylvania move forward by serving our customers well, creating jobs and supporting economic development in the region. Safety, Customer Commitment, Trust and Community are the values that we strive to achieve each and every day.

Over the past couple months, we have hired new customer service representatives and are engaging them in intensive training with upgraded technology systems to bring you improved service. These representatives will assist you from a call center right here in western Pennsylvania beginning this summer. New and improved services through the Peoples Natural Gas website will soon follow. Including these new employees, we expect the total hires in the region for our company to approach well over 200 new jobs since February 1st of last year.

As part of a \$100 million investment in our infrastructure, additional operations employees have been hired to maintain, modernize and improve our pipeline systems. And, Peoples Natural Gas will continue to support community organizations and events throughout our 16 county service territory that enhance the region where we all live and work.

We are committed to providing you with the safest and most reliable service we can. Watch our bill inserts for updates throughout the summer. Again, thank you for your continued support as we create *your* Peoples Natural Gas.

**Morgan K. O'Brien**  
President and CEO  
Peoples Natural Gas Company LLC



## WHAT'S THAT SMELL?

Although the natural gas delivery system is extremely safe, it is not infallible. Leaks do occur on occasion, but they usually can be detected in one of 3 ways:

### BY SMELL

- Because the gas is naturally odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

If you smell gas or see or hear any of the warning signs, do not attempt to locate the leak. Instead, leave your house immediately. Do not turn on or off any electrical switches, appliances or lights. An electrical charge could create a spark.

### BY SIGHT

- Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

When you are in a safe place, call the Peoples Natural Gas emergency line immediately at 1-800-400-4271. Our emergency personnel are on duty to assist you 24 hours a day, seven days a week. Please remember to use this number only if you have an emergency.

### BY SOUND

- Natural gas leaks may make a hissing or a high-pitched whistling noise.

## METER READING NOTICE

Did you know that Peoples Natural Gas is moving to a new billing system? This system will allow us to provide you with improved customer service through our new service center located right here in Western Pennsylvania.

Normally, your meter is read every other month. However, to prepare for our new billing system, we are going to make an attempt to obtain an actual meter reading in both April and May of 2011. This means that Peoples Natural Gas meter readers will be coming to your home during this time. If you have an inside meter, we will need to have access to your home in order to read the meter. If we have a key for your home, we will use that key to obtain a reading both months.

**The dates when we will attempt to read your meter are listed on the last bill you have received.**

Having our meter readers read your meter in April and May will ensure that your actual usage is accurate before being converted into our new billing system. This is part of our effort to improve our overall customer service.

Thank you for your patience during this process. **Should you have any questions or concerns, please contact us at 1-800-764-0111.**

375 North Shore Drive, Suite 600  
Pittsburgh, Pennsylvania 15212  
1.800.764.0111  
www.peoples-gas.com



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PEOPLES VIEW / APRIL 2011

## CUSTOMER ASSISTANCE PROGRAM

Having trouble paying your natural gas bill? If so, help is available to income-eligible customers.

Peoples Natural Gas Customer Assistance Program (CAP) is a special payment arrangement for people who meet income guidelines and are having trouble paying their bills.

If you have received a grant from the Low Income Home Energy Assistance Program (LIHEAP), you may be automatically eligible to participate in the CAP program. Peoples will enroll you in the program and send you information on what information you need to provide in order to stay on the CAP program.

CAP participants make affordable payments to maintain gas service by paying between 8 and 10 percent of their *total monthly before tax household income* each month.

Call 1-800-400-WARM (9276) for more information and to see if you qualify.



## TAKE THE BITE OUT OF METER READING

Any dog may become protective at the sight of a stranger. Meter readers, customer service representatives and delivery people risk dog bites while performing their duties. Help prevent accidents by keeping your pets away when we read your meter.



You can locate your next meter reading date at the top of your bill. On the days we read your meter, please keep your dog inside your home or restrained in an area away from your gas meter.

## KEEP METER FREE FROM OBSTRUCTION

Please remember that your natural gas meter must be accessible for our technicians to read. Keep a three-foot clearance in front of your meter, with grass and bushes trimmed in its vicinity.

## ASK TO SEE IDENTIFICATION

Peoples Natural Gas service personnel will always carry a company identification card. Protect yourself from imposters. Ask to see an ID. Identification cards will have the service person's name, picture and the Peoples Natural Gas logo. Also, look for a vehicle with the Peoples Natural Gas logo.



## EMERGENCY SERVICE CONTACT INFO

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week.

If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, call us immediately at **1.800.400.4271**.

## ENERGY CHOICE

Peoples Natural Gas is proud to be your Natural Gas Distribution Company (NGDC). As an NGDC, we provide two separate services – we deliver gas to all of our customers, which we call Delivery Service, and we purchase natural gas for some of our customers, which we call Supply Service. For those that we provide both services, the cost of natural gas that we purchase is about half of your total gas bill. Delivery and service charges make up the other half.

The **Energy Choice Program** provides you with the opportunity to select a natural gas supplier for your Supply Service that best meets your energy needs. Customers have had the right to choose their natural gas supplier for more than 10 years. If you don't choose a natural gas supplier, you will continue to receive your natural gas supply from Peoples Natural Gas at rates regulated by the Pennsylvania Public Utility Commission.

Through **Energy Choice**, our customers are able to purchase natural gas from a company other than Peoples Natural Gas. Whether you choose a different Natural Gas Supplier (NGS) or not, Peoples Natural Gas will remain your NGDC and will continue to deliver natural gas to your home or business.

**Energy Choice** allows you the freedom of choice for your Supply Service. And, Peoples Natural Gas encourages you to compare. No matter what supplier you choose, you will continue to be a Delivery Service Customer of Peoples Natural Gas. Peoples Natural Gas will continue to provide you with safe and efficient delivery of your natural gas, high quality customer service and response to natural gas emergencies.

This issue of Peoples View will provide you with additional information on how to shop for, compare and sign up with Natural Gas Suppliers. Additional information on **Energy Choice** can be found on Peoples Natural Gas' website, [peoples-gas.com](http://peoples-gas.com).



## BE SAFE, MAKE THE CALL.

Although the natural gas delivery system is extremely safe, it is not infallible. Leaks do occur on occasion, but they usually can be detected in one of 3 ways.



### By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

### By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

### By Sound

Natural gas leaks may make a hissing or a high-pitched whistling noise. Noises will vary based on the line pressure.

If you smell gas or see or hear any of the warning signs, please leave the area immediately and call our 24-hour, emergency number at **1-800-400-4271**. Please remember to use this number **only** in an emergency.

## EMERGENCY SERVICE CONTACT INFO

Our emergency personnel are on duty to assist you 24 hours a day, 7 days a week.

If you smell a natural gas odor, suspect a leak, or there is an explosion or fire, call us immediately at **1-800-400-4271**.

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PEOPLES VIEW / OCTOBER 2011

## HOW TO SHOP FOR A NATURAL GAS SUPPLIER

You should select a Natural Gas Supplier (NGS) based on your individual Supply Service needs. There are approved suppliers for you to choose from. Peoples Natural Gas cannot recommend a supplier, but we can offer tips and questions you can follow to find the supplier that best meets your needs.

It is important to make an informed decision. Here are some questions to ask a supplier:

Are you a natural gas supplier licensed by the PUC?

Will I be charged to switch suppliers?

What are your prices and payment options? Is the natural gas price fixed or will it vary throughout the year?

What is the length of the agreement?

You can find additional questions and a full list of approved suppliers in the **Energy Choice** section at **peoples-gas.com**.



## HOW TO COMPARE NATURAL GAS SUPPLIERS

It is important to compare apples to apples when comparing costs across Natural Gas Suppliers.

The Price-to-Compare represents the cost of the gas commodity that you pay when you buy gas supplies from Peoples Natural Gas. If the price offered by an NGS is less than the Price-to-Compare, you may be able to save money on your gas bills. A Price-to-Compare worksheet is available at **peoples-gas.com** to help you compare.



## HOW TO SIGN UP WITH A NEW NATURAL GAS SUPPLIER

Once you have shopped and compared Natural Gas Suppliers (NGS), and if you have decided to purchase your Supply Service from an NGS, contact your NGS. They will walk you through the sign-up process.

After you select and sign up with a new NGS, Peoples Natural Gas will send you a letter confirming your gas supplier. This letter will provide you with 10 days to respond if you have changed your mind.

What happens if I **don't** choose a Natural Gas Supplier?

If you don't choose a natural gas supplier, you will continue to receive your natural gas supply from Peoples Natural Gas at rates regulated by the Pennsylvania Public Utility Commission.



# 3

## **Sensible Words About Natural Gas**

*Natural gas leaks are rare.  
But they can happen.  
Your senses will alert you  
if a leak occurs.*

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### **SIGHT**

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak. Dirt or water blowing up from the ground may indicate a natural gas leak.

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### **SOUND**

Natural gas leaks may make a hissing or a high-pitched whistling noise. Noises will vary based on the line pressure.

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### **SMELL**

A strong odor of natural gas can indicate unburned fuel in the air. Because the gas is odorless, a sulfur based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

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If you believe a natural gas leak is occurring, leave the area immediately and notify Peoples Natural Gas by calling **1.800.400.4271**.

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If you plan excavation work, remember to contact the *Pennsylvania One Call System* at least three business days before digging to have our facilities located. Dial **811**, or **1.800.242.1776**.

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**Call before you dig—  
it's the law.**

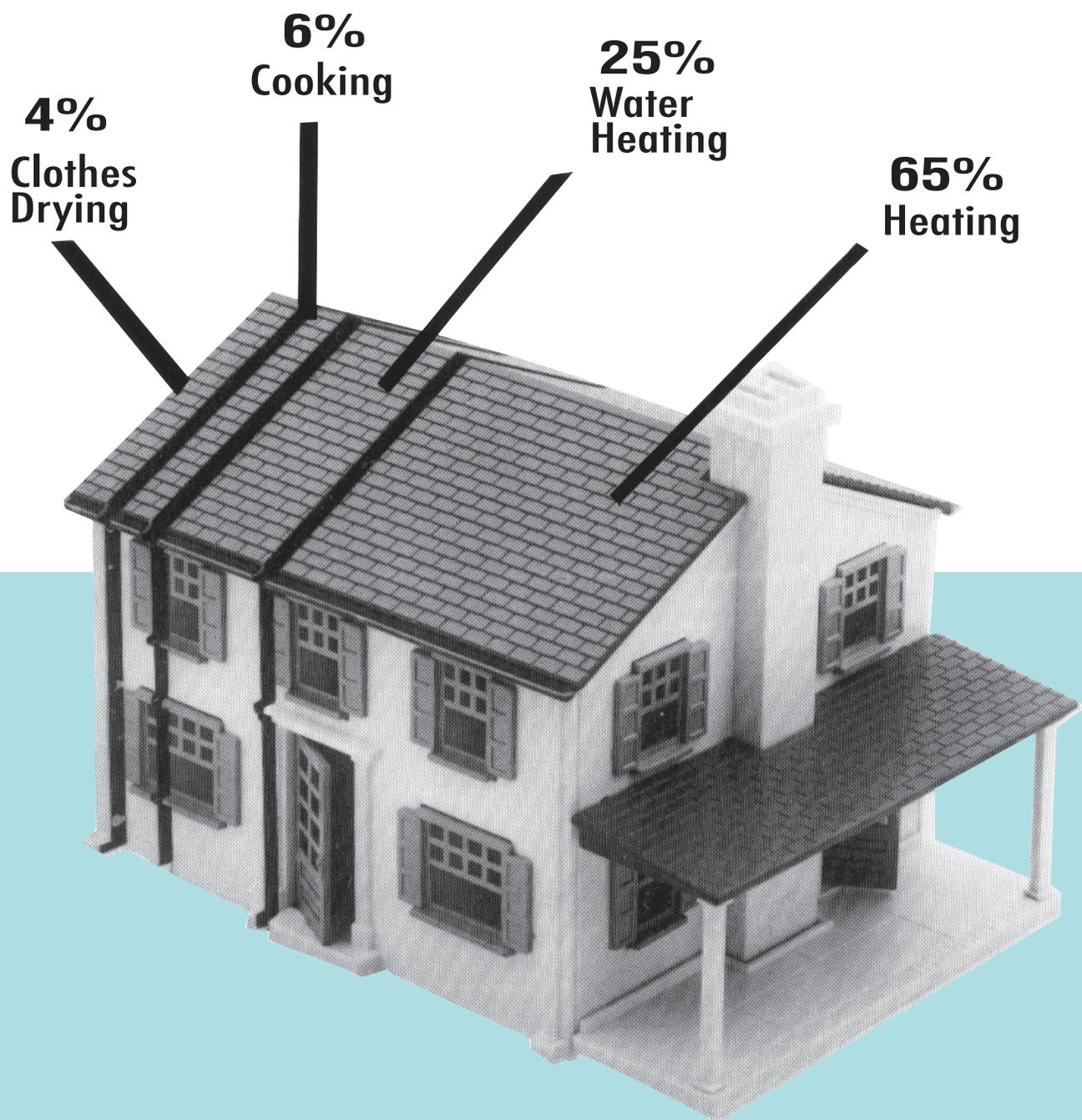
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PEOPLES  
NATURAL GAS™

[www.peoples-gas.com](http://www.peoples-gas.com)

# Save Money. . . Use Gas Wisely.



# How you can save gas



## Don't open and close outside doors needlessly.

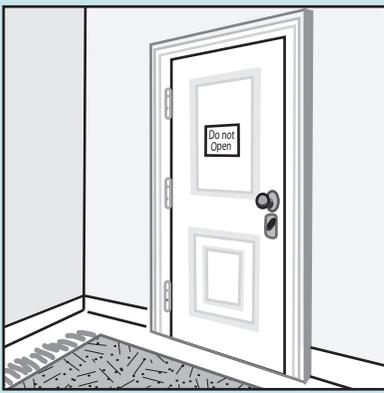
Limit traffic into and out of your home to keep your home warmer and draft-free.



## Use nature's energy:

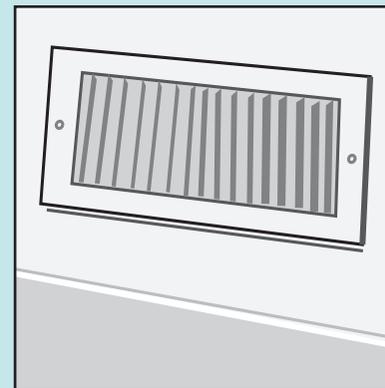
In cold weather, open shades facing the sun to let in nature's warming power. Close shades after sunset.

In warm weather, leave shades down when the sun is strongest. Open windows on cooler days and nights.



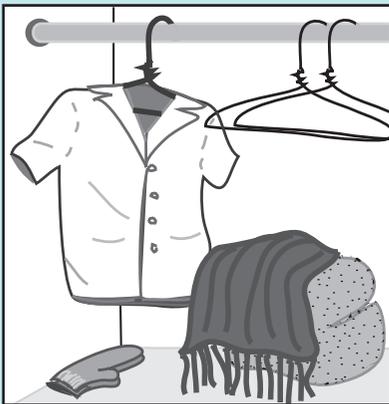
## Close off unused space.

There's no sense spending energy dollars to heat or cool these areas.



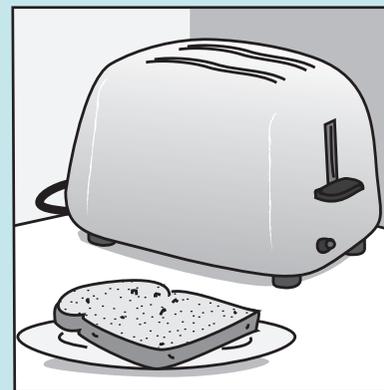
## Don't block radiators, vents, etc.

Move furniture and drapes away, so heated or cooled air can do its job.



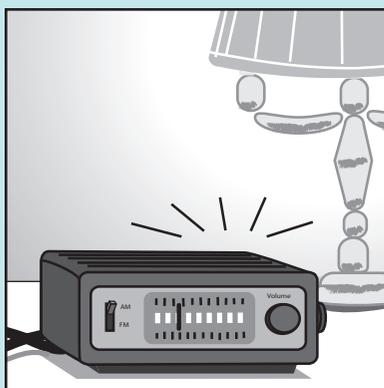
## For personal comfort:

In cold weather, wear sweaters and layers of clothing. Use extra blankets on the beds at night if necessary. In warm weather, wear comfortable loose fitting clothes.



## Use the smallest available appliance.

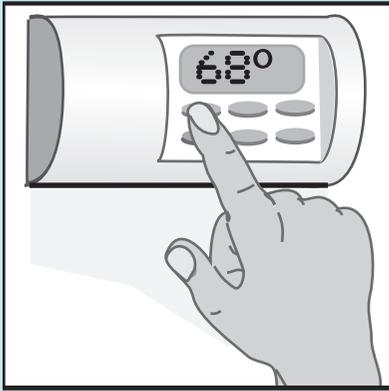
For example, use a toaster rather than a toaster oven for a small item.



## Turn off appliances when not in use.

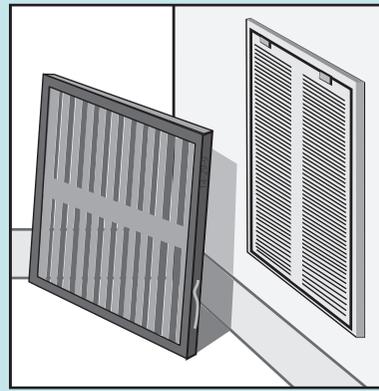
Turning off lights, TV, etc. is an easy and effective way to save money and energy. It's a good safety habit, too.

# Use your furnace wisely



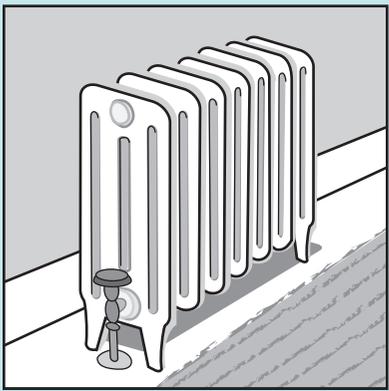
## Set the thermostat for savings.

During cold weather, keep your home at a comfortable setting (68°). Lower the setting at night and when you're not home.



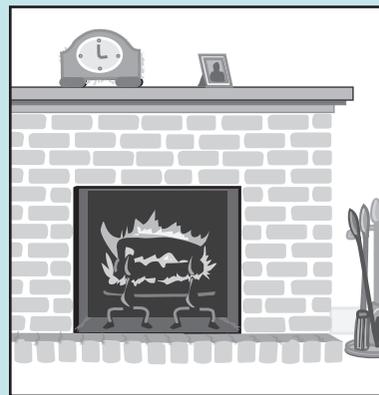
## Clean or replace furnace air filters.

Check furnace air filters once a month during the heating season. If they become clogged, clean or replace them with new filters.



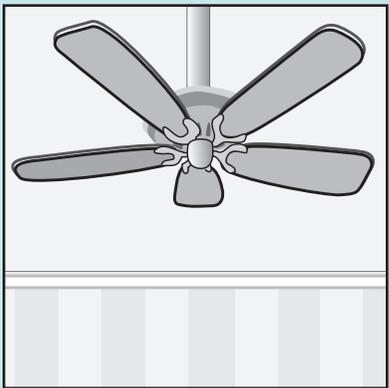
## Clean radiators, ductwork and vents.

Dirt and dust can make your system less efficient.



## Don't build a fire when the furnace is on.

A roaring blaze can actually waste energy by drawing heated air up the chimney. If you do use the fireplace, turn the thermostat down. Close the chimney damper after the ashes are cold. Always open damper before lighting a fire.



## Don't keep ventilation fans running.

Besides venting unwanted moisture and odors in the bath or kitchen, these fans vent valuable heated or cooled air. Turn them off when they have done their job.



## Conserve hot water.

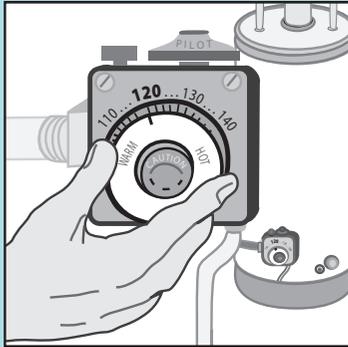
When washing your dishes, fill a basin with rinse water instead of letting the water run.



## Repair leaking faucets.

Even a small drip can add up to a big drain on your energy budget. And that's not to mention the water that's wasted.

# Use your appliances efficiently



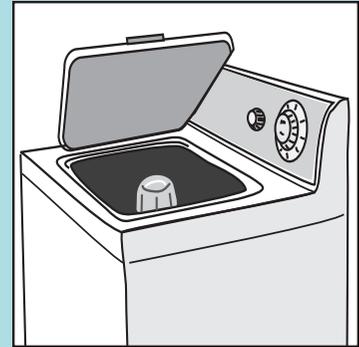
## Lower the thermostat on the water tank.

120° is high enough for normal household needs.



## Reduce the amount of hot water you use.

Take showers instead of baths.



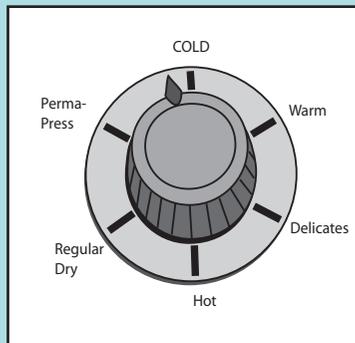
## Use cold water when you can.

For example, with a lightly soiled load of clothes, your washing machine will clean fine using cold water.



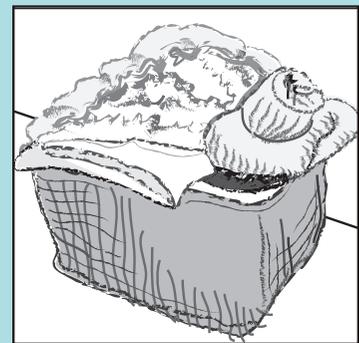
## Keep the lint screen clean.

Clean the lint filter after every load. Unless the lint screen is cleaned, the dryer will not operate at top efficiency.



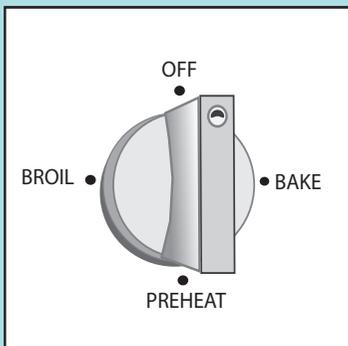
## Do not over dry your clothes.

Dial the degree of dryness you want from a full range of temperature and fabric settings. Your clothes will turn out better if you do not over dry and you will save both gas and money.



## Dry full loads.

Save gas and money by combining your loads. Always wash and dry a full load to make the best use of your appliances and energy dollars.



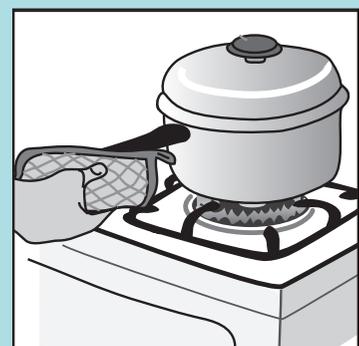
## Preheat the oven only when necessary.

Preheat the oven at the temperature that you intend to use and for only ten minutes. A higher setting only wastes gas and will not preheat any faster.



## Keep oven doors closed during cooking.

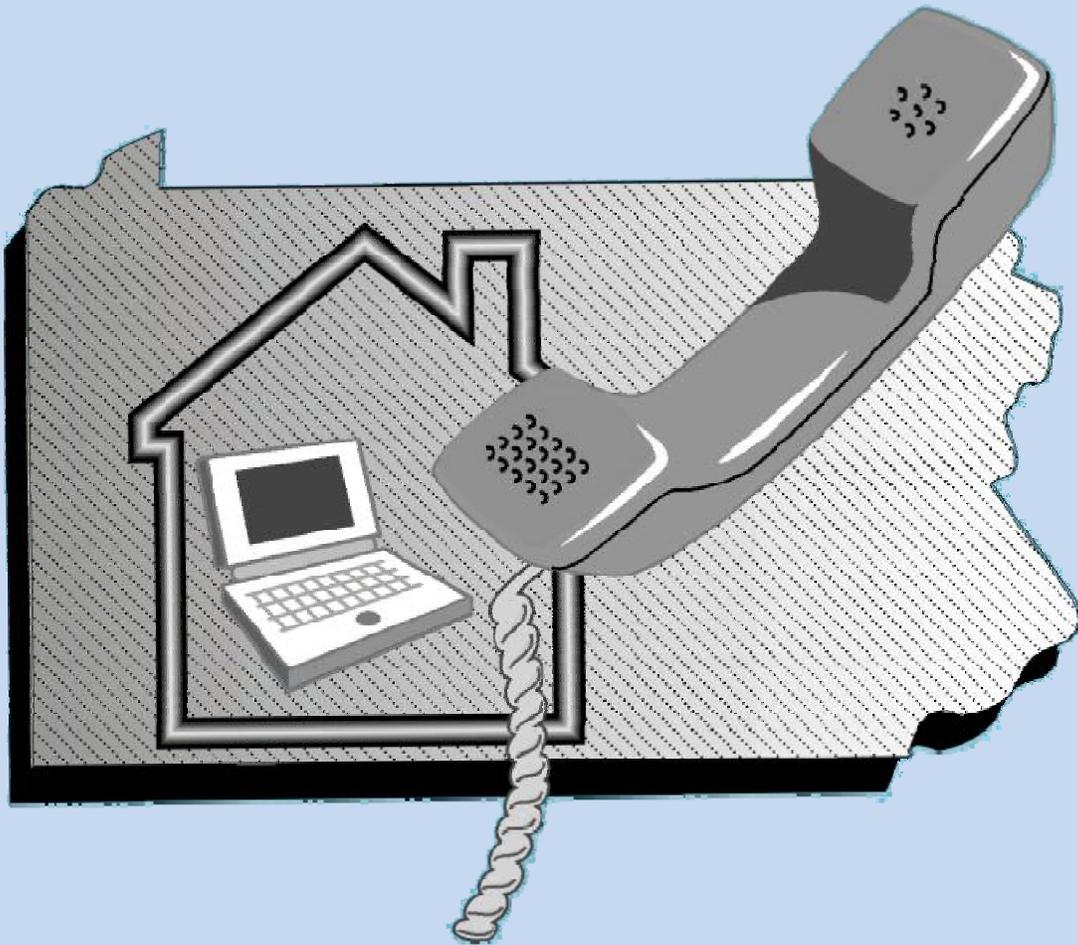
Opening the door only cools the oven. The result is the use of more gas to replace the lost heat.



## Start foods cooking at a high flame, then reduce the heat.

Start cooking foods at the highest possible flame, but never let the flame curl up the side of the pan. When foods begin to bubble rapidly, turn the flame down so the foods simmer. A gentle simmer cooks just as quickly as a rolling boil.

# Customer Referral Guide 2011



PEOPLES  
NATURAL GAS™

Peoples Natural Gas Company LLC  
375 North Shore Drive, Suite 600  
Pittsburgh, PA 15212-5322

Spring, 2011

Dear Colleague:

Thank you for your continued support as we reach out to assist our neighbors in need. This year marks the 125th anniversary of Peoples Natural Gas Company and we remain committed to the community we serve and offer a number of programs for income eligible customers.

We hope that you will find our Customer Referral Guide a valuable resource. The Guide provides information on the programs and services offered by Peoples as well as other community resources. We hope this Guide will enable you to better work with your clients and to provide useful referral information.

More information about Peoples Gas and our programs can be found on our website: [www.peoples-gas.com](http://www.peoples-gas.com). As always, feel free to contact us if we can be of any assistance. Please call: 1-800-400-WARM (9276).

Sincerely,

Sadie John Kroeck  
Director, Customer Relations

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## **UNIVERSAL SERVICE PROGRAMS**

### ***Customer Assistance Program (CAP)***

Peoples Natural Gas Customer Assistance Program (CAP) is a special payment plan for low income, payment-troubled customers. Ratepayers who qualify will agree to pay 8%, 9%, or 10% of their verified monthly before-tax income. The household income and family size determine which percentage of income the customer is to pay. In addition to the percentage of income amount, CAP customers will pay \$2 per month to the balance that existed before being accepted into the program.

CAP customers are required to make regular monthly payments, for continued provision of the service. The following criteria are required to qualify for CAP:

- Household income is verified at or below 150% of the Federal Poverty Guidelines. (See CAP income guidelines).
- Status as a utility ratepayer with active residential heating service is verified.
- The applicant is a low-income, payment-troubled customer. Payment-troubled is defined as a customer who has failed to maintain one or more payment arrangements.

For 2011 CAP Income Guidelines/Household Monthly Income/Yearly Income see page 11.

### ***Low Income Usage Reduction Program (LIURP)***

Peoples Natural Gas Company's Low Income Usage Reduction Program is designed to help eligible CAP customers who have had problems coping with high gas bills. It is a free program for qualified Peoples customers. A team of "energy auditors" visits the home and thoroughly inspect it from the basement to the attic. They will be looking for areas where heat is escaping and cold air is entering the home. The customer can also provide information to the energy auditor that will be beneficial during the inspection. Measures that provide the greatest energy savings will be installed and may include:

- Heating System Improvements
- Attic & Wall Insulation
- Caulking and Weatherstripping

Energy savings booklets will be provided to the customer during these education visits, by the energy auditor. See page 11 for Income Guidelines.

### ***Peoples Emergency Furnace/ Line Repair Program***

Peoples offers an Emergency Furnace and Line Repair Program to assist low-income customers with furnace and houseline repair issues. See page 11 for Income Guidelines.

### ***Customer Assistance Referral and Evaluation Services (CARES)***

The CARES program (Customer Assistance Referral and Evaluation Services) helps customers who have a true inability to pay their utility bills and who are facing other problems as well. Customer Relations Program Specialists review the customer's situation and provide referral information about agencies that may be able to help the customer. The Customer Relations Program Specialists also work with the family to provide information and referral to fuel assistance programs and social service agencies.

## **PAYMENT ASSISTANCE PROGRAMS**

### ***Low Income Home Energy Assistance Program (LIHEAP)***

LIHEAP is a federally funded program to help low-income households meet their home heating needs. LIHEAP is administered by the PA Department of Public Welfare (DPW) and consists of cash benefits to help eligible low-income households pay for their home-heating fuel; and crisis payments, if needed, to resolve weather-related, and other household energy-related emergencies.

Although DPW administers LIHEAP, it is not a public assistance program. Eligible low-income households will not have liens placed on their property, nor will other assets affect their eligibility for LIHEAP benefits. In addition, eligibility for public assistance and grant amounts is not affected by receipt of LIHEAP benefits. See page 11 for Income Guidelines.

Customers receiving LIHEAP in the previous year will automatically receive a new application by mail. Others can get applications by calling Peoples Universal Service Hotline at 1-800-400-9276 or by visiting their local County Assistance Office, or online at [www.compass.state.pa.us](http://www.compass.state.pa.us) (Commonwealth of Pennsylvania Access to Social Services).

### ***Crisis Program – Emergency Energy Assistance***

Additional money is available if you have an emergency situation and are in danger of losing your heat. Emergency situations include:

- Being without fuel.
- Utility service termination.
- In danger of being without fuel or of having utility service terminated.
- Broken heating equipment or leaking lines which must be fixed or replaced.

Assistance with emergency situations is available 24 hours a day. Call your local County Assistance office for more information.

## ***Dollar Energy Fund (DEF)***

Dollar Energy Fund (DEF) is an independent, non-profit organization that provides assistance to people who are on low or fixed incomes. Dollar Energy Fund receives donations from utility customers, shareholders and employees. For every dollar donated by Peoples' customers, the company matches it through shareholder/ investors contributions. In addition, Peoples donates funding for program administration.

To be eligible for a Dollar Energy Fund grant, a customer must meet the following requirements:

- Dollar Energy Fund is a fund of “last resort”. Households whose gas or electric service is OFF and who appear to be eligible for LIHEAP and Crisis benefits must apply for these benefits, when available, before applying for Dollar Energy Fund.
- Total household income for the past 30 days or one year, before taxes or deductions, cannot be more than the amount shown on the income guidelines chart. (See page 11 for Income Guidelines)
- Account must be for residential service, a single home or apartment. “Cooking-only” commercial, industrial, or multiple unit dwellings where service is shared are not eligible.
- The name on the account must be that of an adult who is currently living in the household.
- Senior citizens age 62 and over must have paid at least \$100 and may have zero balance as long as there is no existing credit on the account.
- Applicants must have paid at least \$150 on their account in the last 90 days.
- LIHEAP Cash & Crisis benefits, FEMA grants, and other charitable assistance are not personal payments.

For more information on how to apply for Dollar Energy Fund, customers can call Peoples at 1-800-400-WARM (9276), or access the Dollar Energy Fund website at [www.dollarenergyfund.org](http://www.dollarenergyfund.org). For questions, call Agency Support: 1-800-375-1388.

**(These numbers are set up for agency or utility use only. Please do not share this number with clients.)**

## **SPECIAL SERVICES**

### ***Gatekeeper Program***

The Gatekeeper program aids older customers who need help, but may not be able to get it themselves. Through this program, Peoples' employees are trained to recognize certain danger signals in the elderly – a change in behavior, signs of confusion, or disability. Our Gatekeepers include customer service personnel, meter readers and other customer contact personnel. Gatekeepers report possible problems to Customer Relations Program Specialists, who may refer the customer to a program coordinated by the local Area Agency on Aging. Through these programs, older adults can receive additional help with social and health services, medical and personal care, household chore services, food and transportation. Peoples' representatives follow up with our older customers to make sure they are getting the help they need.

When a potential problem is spotted, company customer contact personnel refer special needs customers to the Customer Relations Specialists. You may contact the Universal Service Hotline at 1-800-400-WARM (9276).

### ***Thermostats for the Visually Impaired***

A special large dial thermostat is installed in the customer's home, at no charge for vision impaired customers. The thermostat cover produces an audible clicking sound as the thermostat is being adjusted. This sound allows vision impaired customers to count how many degrees they have raised or lowered the thermostat.

To make cooking safer and more convenient for the vision impaired, our customer service personnel will also mark the dials on ovens and ranges with special substance that raises the markings at specified settings. To request a special thermostat the customer can contact Peoples at 1-800-400-WARM (9276) or Pittsburgh Vision Services at 1-800-706-5050.

### ***Large Print Bill***

Peoples' customers who have vision impairment may request to receive a large print bill summary. The customer will receive the current monthly bill and in addition, they will receive an enlarged summary page. To request a large print bill the customer may contact 1-800-400-WARM (9276).

### ***Pennsylvania Relay Service***

Hearing-impaired or speech disabled customers can use The Pennsylvania Relay service to communicate with Peoples. This service allows users to utilize a Communications Assistance person to relay the message to the other person. The Pennsylvania Relay Service number is 711 or 1-800-654-5988.

### ***Third Party Notification***

Peoples Third Party Notification service helps individuals who may have problems handling things on their own. A third party (such as a relative, neighbor or friend) will receive a copy of any shutoff notice. Although this service will not stop a shutoff, it will alert the third party that the person needs help. The third party is under no obligation to pay the bill. Landlords are not eligible for this service. Both the customer and the third party must sign the notification form. Applications are available via the Internet at [www.peoples-gas.com](http://www.peoples-gas.com) billing options, then select Peoples Gas Third Party Notice request. Or, you may call Peoples at 1-800-764-0111.

### ***Budget Counseling***

Budget counseling is available for Peoples customers who have missed payments and have an ability-to-pay bill. Referrals are made and accepted from non-profit budget counseling agencies.

### ***Protection from Abuse Order***

If you currently have a valid Protection from Abuse Order (PFA) from a court, your service cannot be terminated during the winter without PUC permission and there are some additional protections available to you. Please call us at 1-800-400-9276. (You must provide a copy of the order.)

### ***Energy Saving Tips***

Here are 16 tips that can help save gas and money during the winter heating season. For more tips, see our web site at [www.peoples-gas.com](http://www.peoples-gas.com).

1. Have the furnace “tuned-up” annually. A heating system “tune-up” could save up to 3 to 18 percent in energy costs.
2. When it’s time to replace the natural gas furnace, consider a new high efficiency gas furnace. New gas heating systems are as much as 30 percent more energy efficient.
3. Insulate the home. Any insulation will help reduce heat loss, but adequate insulation in the ceiling is most important. Ceiling insulation and attic vents could reduce fuel usage by up to 20 to 30 percent.
4. Install storm windows and doors. A less expensive alternative is to cover windows with clear plastic, which can be purchased in rolls. If the home does not have storm windows and doors, as much as 6 to 10 percent of the heat might be lost to the outside.
5. Caulk cracks between window frames or door frames and walls, both inside and outside the home. Press putty into smaller cracks; seal larger crevices with a caulking gun.
6. Weather strip drafty crevices under doors and around windows. Make sure the garage door has a reasonably tight seal around the bottom edge. Remember to weather-strip around doors that lead to the attic and garage. Caulking and weatherstripping doors and window could reduce fuel usage by as much as 7 to 10 percent.
7. Seal cracks in chimney and foundation bricks and mortar. Caulk where foundation bricks meet the house siding.

8. Check heating ducts for cracks, holes or separations at joins. This is especially important where ducts pass through unheated garages, crawl spaces or attics. Repair leaks with adhesive tape or a more durable tape designed especially for repairing heating ducts (available at hardware, discount or department stores). Sealing and insulating ducts and pipes could reduce fuel usage from 2 to 15 percent.
9. Check furnace air filters once a month during the heating season. If they become clogged, clean or replace with new filters and save 2 to 5 percent in fuel cost.
10. Keep the thermostat set at the lowest possible comfort setting during the day and set it back at night. Setting the thermostat back at night for a period of eight hours or more will reduce the heating consumption by approximately one percent for each degree below the daytime setting.
11. On sunny days, open shades, draperies and blinds to let the sun help to heat the home. Close blinds and draperies block radiators or heating ducts. Fuel consumption could be reduced by 3 to 7 percent.
12. Close the vents/registers and doors in unused rooms and save up to 8 percent of the heat.
13. Install a humidifier. It will keep the home at the proper humidity level and keep everyone comfortable at lower temperatures.
14. If the house has radiators, vacuum all surfaces including hard-to-reach areas one a month. Don't use radiators as shelves.
15. Arrange furniture with the heating system in mind. Don't restrict air flow from registers or cold air returns. Position furniture away from drafts.
16. Don't open and close outside doors needlessly. Reduced traffic means warmer, draft-free home.

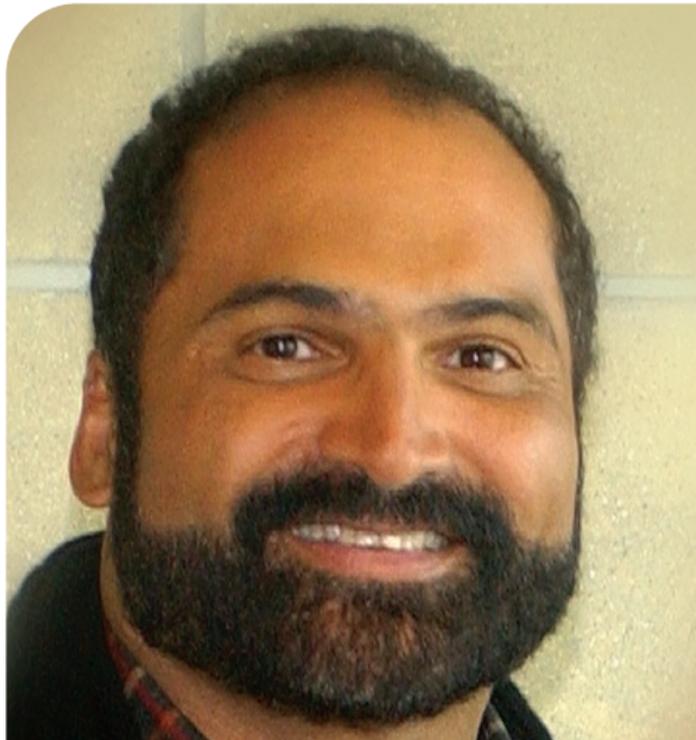
**UNIVERSAL SERVICE PROGRAMS - PEOPLES NATURAL GAS**

Program Name	Income Eligibility	Program Requirements	Service Provided
<b>CARES</b> - Customer Assistance Referral and Evaluation Service	Below 200% of Federal Poverty Level	Must have special needs, serious medical condition, mental health condition, learning disability, recent unemployment, single parent issues, ect.	Eligible customers receive assessments, referrals and assistance as appropriate.
<b>CAP</b> - Customer Assistance Program	Below 150% of Federal Poverty Level	Income at or below 150% of federal poverty level, broken payment agreement.	Customers pay a percentage of bills based on income and family size.
<b>LIHEAP</b> - Low Income Home Energy Assistance Program	Based on the Federal Poverty Level income guidelines	Must meet income guidelines. For emergency help, must have heating related emergency.	Federal cash grant program. Call for applications or assistance in completing applications.
<b>DEF</b> - Dollar Energy Fund	Below 200% of Federal Poverty Level	Residential heating customer, balance over \$100, made a "sincere effort" to pay, and has exhausted all available energy assistance funds. Program is funded by investor and customer contributions.	Cash grant applied to gas account. Contact the company for a list of Dollar Energy Fund screening agencies.
<b>Peoples Natural Gas Hardship Fund</b>	Below 200% of Federal Poverty Level	Residential heating customer, balance over \$100, made a "sincere effort" to pay, and has exhausted all available energy assistance funds including DEF funded through a special refund program.	Grant up to \$500 applied to gas heating account.
<b>LIURP</b> - Low Income Usage Reduction Program	Below 150% of Federal Poverty Level and minimal percentage below 200% of Federal Poverty Level	High CAP gas user (Usage > 140 MCF/YR), poor payment history, arrearage above \$200, if renting must have landlord's approval.	Weatherization measures, including audit, conservation measures, heating equipment repairs/replacement at no cost to the customer.
<b>Budget Counseling</b>	None	Missed payments, but have an ability to pay bills.	Referrals are made to and accepted from non-profit budget counseling agencies.
<b>Gatekeeper Program</b>	None	None	Company customer contact personnel refer special needs customers to Company Customer Relations representative if need is perceived while in contact with customer.
<b>Thermostats for the Visually Impaired/Large Print Bill/Braille Bill</b>	None	Must document visual impairment and if renting must have landlord's approval.	Special large dial thermostat is installed in customer's home at no charge. Special bill is provided.
<b>Pennsylvania Relay Service</b>	None	Hearing Impaired or Speech disabled customers.	Pennsylvania Relay Service 711 or 1-800-654-5988. This service allows users to utilize a Communications Assistance person to relay the message to the other person.

**FOR MORE INFORMATION, CALL: 1-800-400-WARM OR 1-800-400-9276  
PEOPLES NATURAL GAS, 375 North Shore Drive, Suite 600, Pittsburgh, PA 15212-5322**







Hall of Famer **Franco Harris** – *His 20th year as part of the Peoples Natural Gas LIHEAP team.*

# APPLY NOW FOR A LOW INCOME ! HOME ENERGY ASSISTANCE GRANT

If you are out of work, or on a fixed or low income, and are having trouble paying your gas bill, *help is available*. It's called the Low Income Home Energy Assistance Program or LIHEAP. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples Natural Gas heating bill. **Homeowners and renters qualify when:**

Your household size is:*	1	2	3	4	5	6
And, your maximum monthly income (before taxes) is:	\$1,361	\$1,839	\$2,316	\$2,794	\$3,271	\$3,749
And, your maximum yearly income (before taxes) is:	\$16,335	\$22,065	\$27,795	\$33,525	\$39,255	\$44,985

\*For each additional person, add \$478 per month, or \$5,730 per year.

The program runs November 1, 2011 until March 30, 2012. **Funds are limited**, and the closing date may occur sooner if those funds are depleted. Please apply as soon as possible.

For more information, call your local county assistance office. To obtain an application, visit [www.compass.state.pa.us](http://www.compass.state.pa.us) You can also call 1.800.400.WARM (9276) or visit us online at [www.peoples-gas.com](http://www.peoples-gas.com).



PEOPLES NATURAL GAS™

Let's face it...  
all of us have needed help  
at one time or another.



When the cold weather comes, you don't have to stand alone.

We're the **Partners for Warmth**, and we want you to know about the *Low Income Home Energy Assistance Program (LIHEAP)*.

LIHEAP helps pay home heating bills when money is tight, and you may be eligible for assistance.

LIHEAP is not a loan—it is a government grant applied directly to your heating bill.

Call the **Partners for Warmth** to find out if you qualify at **1-866-827-1281**, or refer to the chart below.

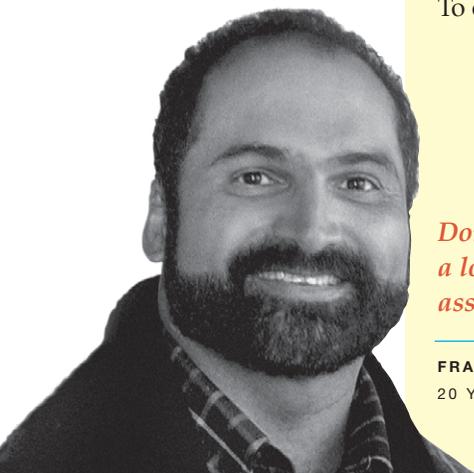
Enrollment begins **November 1, 2011** and runs until **March 30, 2012**.

**Funds are limited**, and the closing date may occur sooner if those funds are depleted.

Please apply as soon as possible.

If you require additional information, call your local county assistance office.

To obtain an application, visit [www.compass.state.pa.us](http://www.compass.state.pa.us).



*Don't wait. Apply now for a low income home energy assistance grant!*

**FRANCO HARRIS**  
20 YEARS ON THE LIHEAP TEAM

**HOMEOWNERS AND RENTERS QUALIFY WHEN:**

Your household size is:*	1	2	3	4	5	6
And, your maximum monthly income (before taxes) is:	\$1,361	\$1,839	\$2,316	\$2,794	\$3,271	\$3,749
And, your maximum yearly income (before taxes) is:	\$16,335	\$22,065	\$27,795	\$33,525	\$39,255	\$44,985

\*For each additional person, add \$478 per month, or \$5,730 per year.



# Partners for Warmth

LIHEAP Press Conference

*November 1, 2011*

Hosanna House

Wilkinsburg, PA



## FIVE WAYS TO GET HELP WITH YOUR GAS BILL

### 1. GET A GRANT FROM THE DOLLAR ENERGY FUND

You may be eligible for help from the Dollar Energy Fund if you meet the following guidelines:

- You have a termination notice or your gas service is off at the time of application
- You have made a sincere effort to pay your gas bill within the last 90 days
- You can provide income documentation

This program opens on October 1, 2011. For more information, visit:

<http://www.dollarenergy.org> or call 1-800-400-WARM (9276).

### 2. GET A LIHEAP GRANT

The Low Income Home Energy Assistance Program (LIHEAP) opens on November 1, 2011 and is scheduled to close on March 31, 2012. Call Peoples Gas or your local County Assistance Office for more information or apply online at: <http://www.compass.state.pa.us>.

### 3. GET A CRISIS EXCEPTION PROGRAM GRANT or a CRISIS GRANT:

The Liheap/Crisis Exception Program will open on November 1, 2011 and is scheduled to close on March 31, 2012. Money may be available if you have an emergency situation and are in jeopardy of losing your heat. Emergency situations include:

- Your gas service is off.
- Broken heating equipment or leaking lines that must be fixed or replaced.
- Danger of being without fuel or of having utility service terminated.

#### 2011-2012 LIHEAP Income Guidelines for Homeowners and Renters

Household Size	Maximum Monthly Income
1	\$1,361
2	\$1,838
3	\$2,316
4	\$2,793
5	\$3,271
6	\$3,748
7	\$4,226
8	\$4,703

**For each additional person, add \$478.**

4. **CUSTOMER ASSISTANCE PROGRAM (CAP):** If you meet the income guidelines, you may be eligible for a special payment plan. For more information on this program, please call Peoples Gas at: 1-800-400-WARM (9276).

### 5. CALL PEOPLES

If you have questions on these programs or need special payments arrangements, please call Peoples Gas.

If you think that you are eligible and did not receive a grant last year, call us toll free at:

Peoples Gas Company (800)764-0111

**FUNDS FOR THE PROGRAMS ARE LIMITED and Income Guidelines and Program Dates may change. So call now.**

# EXTEND A HELPING HAND



With your generous support, the Dollar Energy Fund can continue helping our community. Each dollar you donate goes directly to helping needy families stay warm. The administrative costs are covered by contributions from area utilities, such as Peoples Natural Gas.



*Choose from one of three easy ways to make a tax-deductible contribution to the Dollar Energy Fund:*

Add \$1 to the amount of your monthly gas bill; *or*

Call Peoples Natural Gas at 1-800-764-0111 to make a pledge of \$1 or more a month; *or*

Send a check or money order for any amount to: **Dollar Energy Fund, Inc.**  
**PO Box 42329**  
**Pittsburgh, PA 15203-0329**

For a copy of Dollar Energy Fund's official registration and financial information, call the Bureau of Charitable Organizations at **1.800.732.0999**. Registration does not imply endorsement.

# 2011 PLEDGE CARD

*Please print clearly...*



**Yes, I want to help my neighbors in need.**

I will give \$  per month to help needy families stay warm. I understand that my gift will be matched with contributions from Peoples Natural Gas.

If you contributed in 2010 and wish to increase your pledge in 2011, please note the new amount and return this card.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

County of Residence: \_\_\_\_\_

Day Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Your PNG Account #: \_\_\_\_\_

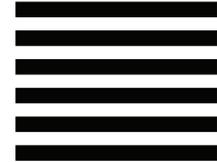
Signature: \_\_\_\_\_

Tape or staple to seal, then drop this postage-paid card in the mail. Please do not enclose with your monthly gas bill payment.





NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1845 PITTSBURGH, PA

POSTAGE WILL BE PAID BY ADDRESSEE

PEOPLES NATURAL GAS  
P.O. Box 86190  
PITTSBURGH PA 15221-0190



# PEOPLE HELPING PEOPLE



The **Dollar Energy Fund**, a nonprofit organization, provides help to older adults, the working poor and struggling families in our area. The Dollar Energy Fund, supported by utility customers like you and shareholders of utility companies, helps people stay warm during the home heating season.

Founded in 1983 in Western Pennsylvania by a coalition of concerned community and business leaders, **Dollar Energy Fund Inc.** has grown to become the fourth largest fuel fund in the country.

Peoples Natural Gas customers have always been strong supporters of this worthwhile cause. Your 2010 contributions, combined with matching funds from Peoples Natural Gas, made it possible for many Peoples Natural Gas low-income customers to receive **Dollar Energy Fund** assistance last year.

Thank you for your continued support.



VOLUNTEER

YOU



PEOPLES  
NATURAL GAS™

COMMUNITY  
INVOLVEMENT  
REPORT 2010

Your very own  
locally-managed,  
customer-oriented,  
job-generating,  
easy-to-contact,  
consistently reliable,  
neighborhood,  
natural gas  
company.

Peoples Natural Gas is committed to making the region where our customers and employees live and work a better place. Through support of organizations that drive our local economy, enhance our local communities and support our less fortunate neighbors, Peoples Natural Gas is making an impact.

I have the pleasure of working with people who want to make a difference. Peoples Natural Gas and its employees have supported many worthy organizations and important community projects. We don't just provide monetary support. Peoples Natural Gas employees provide hundreds of hours of volunteer service to organizations within our communities.

Our community involvement is not a short term objective. It is embedded in the company's new vision and values. I am happy to share a small sample of the community projects Peoples Natural Gas and our employees supported in 2010.

We are just getting started. Peoples Natural Gas is committed to ongoing support of organizations that make Western Pennsylvania so special.



A handwritten signature in black ink that reads "Morgan K. O'Brien". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Morgan K. O'Brien  
President & CEO  
Peoples Natural Gas Company, LLC

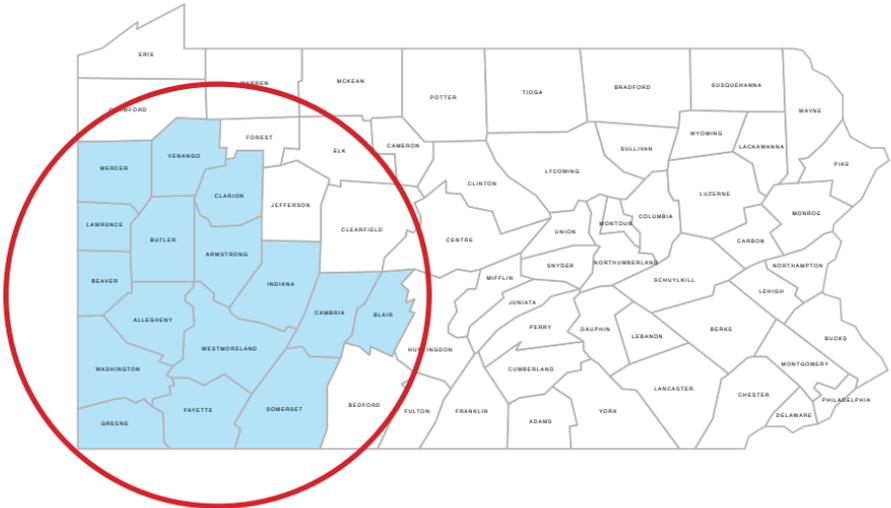
# WHO IS PEOPLES NATURAL GAS?

Our name says it all—we are your natural gas company. Peoples Natural Gas provides safe and reliable service to approximately 360,000 homes and businesses in 16 western Pennsylvania counties.

Since our founding in 1885, Peoples Natural Gas has been providing Western Pennsylvania with clean, safe and reliable natural gas. From the industrial age to the technology era, Peoples has been an integral part of the fabric that makes up this region.

Over a decade ago, we were purchased and made a subsidiary of a multi-state utility company. In February 2010, that utility sold Peoples Natural Gas to a private investment firm that brought our headquarters back to Western Pennsylvania. Today, we are re-establishing ourselves as a committed community partner and a leader in the natural gas industry. We are once more your local company fully focused on our neighborhoods and Western Pennsylvania's future growth. Our vision is to help Western Pennsylvania move forward by serving our customers well, creating jobs and supporting economic development in the region.

Want to learn more about Peoples Natural Gas?  
Visit us at [www.peoples-gas.com](http://www.peoples-gas.com)



# OUR VISION & VALUES

The Vision of Peoples Natural Gas defines what we want the company to be and to achieve. Our Values are what Peoples Natural Gas stands for. Together, the vision and values of Peoples Natural Gas provide the framework for decision making and leadership. They set the direction for the culture of the “new” Peoples Natural Gas.



SAFETY.  
COMMUNITY.  
TRUST.  
CUSTOMER  
COMMITMENT.

## THE FOUR POINT VISION OF PEOPLES NATURAL GAS:

Ensure the safety of our customers and employees.  
Provide valued services to our customers.  
Build long-term economic growth for our regions.  
Improve the quality of life for our communities.

## THE VALUES OF PEOPLES NATURAL GAS:

Safety  
Community  
Trust  
Customer Commitment

# PROJECT 'BUNDLE UP'

Since 1986, The Salvation Army of Southwestern Pennsylvania and WTAE TV have partnered to raise funds for the Project Bundle Up Program. Project Bundle Up helps provide new winter outerwear for local children in need. Peoples Natural Gas and the Volunteer Activities Committee sponsored a Project Bundle Up shopping day at which each volunteer helped a child select their own outerwear.

Twenty children received new warm winter outerwear due to this sponsorship. The children were delighted that someone helped get new winter clothing just for them. As the children left on the bus back to the Salvation Army, volunteers could see many ear-to-ear smiles. This Peoples Natural Gas sponsorship will be felt by these children all winter.



# AMERICAN CANCER SOCIETY/DAFFODIL DAYS

Peoples Natural Gas Volunteer Activities Committee joined the American Cancer Society's Daffodil Days fundraising campaign. The Allegheny County division has been number one in the nation in daffodil sales for the past five years. Peoples Natural Gas efforts helped the Allegheny County's campaign meet its goal of \$445,000 and were honored as runner up for the Rookie of the Year award.



# AMERICAN HEART ASSOCIATION

Peoples Natural Gas participated in multiple activities to support the American Heart Association in 2010. These activities were a combination of education and fundraising.

A “Wellness Day” was held encouraging employees to exercise. A staff member provided a presentation on how to detect and prevent heart attacks. Trailmix and apples were given to employees that donated in support of the American Heart Association’s Heart Walk. Peoples employees also participated in the Heart Walk.



## OPERATION TROOP SUPPORT



Peoples Natural Gas held a troop support drive. Employees donated snacks and toiletries. Money was also donated to purchase other items such as socks, puzzle books, toothbrushes, razors and lip balm.

Through this effort 100 gallon bags were filled with snacks and toiletries. Items were donated to the 171 ARW/Civilian Airman & Family Readiness Program in Coraopolis, Pennsylvania.



## SCOUTING FOR FOOD

Peoples Natural Gas joined the Boy Scouts of America, Greater Pittsburgh Council Scouting for Food Campaign to benefit the Greater Pittsburgh Area Food Bank.

More than 180 Peoples Natural Gas employees joined together to collect 15,058 units of food. The drive was ranked among the top 25 local corporate drives.



## MS WALK / BLAIR COUNTY

Over 7200 people in Western Pennsylvania are currently living with multiple sclerosis. The Western Pennsylvania Chapter of the MS Society raises funds to support neurological research, programs for the newly diagnosed, support groups, equipment loans and more.

Peoples Natural Gas supported the efforts of the Western PA Chapter of the MS Society by sponsoring the 2010 Walk MS in Blair County. Peoples Natural Gas employees participated in the walk itself and in other fundraising events such as raffle ticket and MS bracelet sales.



## THE UNITED WAY

The United Way of Greater Pittsburgh serves to raise funds for critical community needs. The organization feeds those dollars to agencies that demonstrate measurable impacts on community needs.

Peoples Natural Gas hosted a corporate fundraising campaign for the United Way. All employee donations during this campaign were matched dollar for dollar by Peoples Natural Gas. The United Way of Allegheny County presented Peoples Natural Gas with the Best New Business Award for the 2010 Campaign.



# HOLIDAY GIVING

Holidays are a special time. Peoples Natural Gas employees worked with local community organizations to make the holidays even more special for children and families in need. A Wishing Tree was decorated with ornaments with children's names and ages. Employees selected an ornament and purchased a gift for the child listed on the ornament. Some departments adopted an entire family. Wrapped gifts were delivered to the community organizations for the children and families.

Peoples Natural Gas also sponsored other holiday events including Holiday Lights on the Lake in Blair County and the Hartwood Acres Festival of Lights. Thousands of visitors viewed these displays throughout the holiday season.





The Pittsburgh Cultural Trust is a non-profit organization that focuses on developing Pittsburgh's downtown Cultural District and promoting the district's many cultural facilities, parks, plazas and events. The Pittsburgh Cultural Trust is not just an arts agency. It serves as a catalyst for the economic development for the Cultural District and beyond.





Peoples Natural Gas was the lead sponsor of the Pittsburgh Cultural Trust's Arts Gala-ree fundraiser. This event was a celebration of the Trust's programming and raised funds to continue to fuel the Pittsburgh Cultural Trust. Over 400 guests joined Peoples Natural Gas in supporting the Pittsburgh Cultural Trust.

# WESTMORELAND MUSEUM OF AMERICAN ART

The Westmoreland Museum of American Art was opened in Greensburg in 1959. The Museum's mission involves the collection, preservation and presentation of American art.

Peoples Natural Gas supports the museum's Imagine Nation Studio Sundays. This sponsorship allows kids of all ages to create their own art project in the Museum's studio. Free art classes are available every Sunday from 12 to 3.

In addition, Peoples sponsorship allowed the museum to produce a book for children that is sold in the museum gift store. The sale of the book raises funds to support the mission of The Westmoreland Museum of American Art.



# PHIPPS CONSERVATORY & BOTANICAL GARDENS

Phipps Conservatory and Botanical Gardens was founded in 1893 as America's first teaching conservatory. Throughout its history, Phipps has expanded its displays, education programs and research. Phipps is recognized as the most energy efficient conservatory in the world.

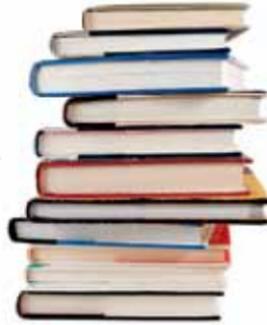
Peoples Natural Gas became the anchor sponsor for the conservatory's major fundraising effort in 2010 and committed support over the next three years.

Gas from Peoples Natural Gas powers a solid oxide fuel cell that provides the electrical needs (lighting, water pumping) for the Phipps' Tropical Forest.



# EDUCATION INCENTIVE TAX CREDIT PROGRAM (EITC)

Peoples Natural Gas contributed \$300,000 to a variety of education improvement organizations and scholarship programs through Pennsylvania's Education Incentive Tax Credit program. Arts, science, math and even nutrition programs were supported as part of this initiative.



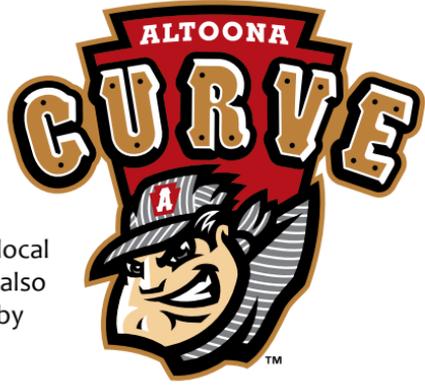
Peoples Natural Gas donated to the following organizations through the EITC program in 2010:

- Big Brothers Big Sisters of the Laurel Region (Greensburg, PA).
- Blair County Chamber Foundation, Inc (Altoona, PA).
- Boys & Girls Club of Somerset County, Inc. (Somerset, PA).
- Boy Scouts of America – Moraine Trails Council (Butler, PA).
- Boy Scouts of America – Greater Pittsburgh Council (Pittsburgh, PA).
- Community Foundation for the Alleghenies (Johnstown, PA).
- Girl Scouts of Western Pennsylvania (Pittsburgh, PA).
- Strongland Chamber Foundation (Vandergrift, PA).
- United Way of Westmoreland County (Greensburg, PA).
- YMCA of Greater Pittsburgh (Pittsburgh, PA).
- Bravo Foundation – Pre-K education programs; K-12 education programs.
- Alternative Community Resource Program (Johnstown, PA).



# ALTOONA CURVE

Since 1999, the Altoona Curve minor league baseball team has entertained fans at the Blair County Ballpark. Drawing crowds of families, friends and baseball enthusiasts to each home game, the Altoona Curve is an important part of the local community. The Altoona Curve is also a “player” for the local economy by providing jobs and a tax base.



Peoples Natural Gas supported the Altoona Curve throughout the 2010 season. The Peoples Natural Gas sponsorship brought employees and local community groups out to the ballpark with a Peoples Natural Gas Night in August. Fans at this game didn't just cheer on the Curve, they helped their less fortunate neighbors too. Peoples Natural Gas donated \$1 for every ticket sold to that game to the Dollar Energy Fund. Volunteers also helped spread the word about Dollar Energy Fund.

In 2010, the Altoona Curve won its first Eastern League Championship!



# UNIVERSITY OF PITTSBURGH

The University of Pittsburgh is a true economic driver for the western Pennsylvania region. Throughout its 220 year history, the University of Pittsburgh has become a nationally recognized leader in education, research and regional development.

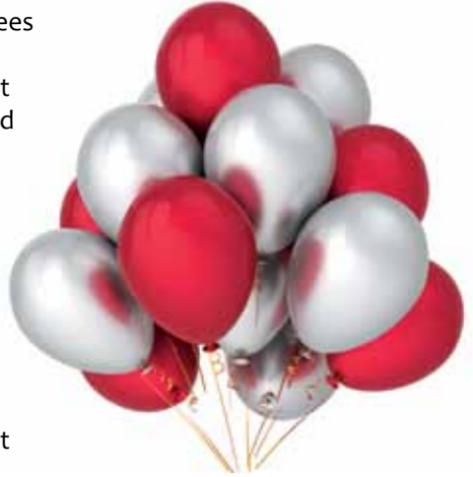
Peoples Natural Gas recognizes the incomparable value of institutions such as the University of Pittsburgh to our region's vitality. We are proud to partner with Pitt to continue to develop Western Pennsylvania.



# LEUKEMIA & LYMPHOMA LIGHT THE NIGHT

Eighty Peoples Natural Gas employees participated in the Leukemia and Lymphoma Society's Light the Night Walk. They walked two miles around Heinz Field to raise funds.

Red and White balloons floated throughout the event. Red signified supporters while those carrying white balloons were survivors of leukemia or lymphoma. The team from Peoples Natural Gas raised thousands of dollars as part of the Light the Night Walk to help cure cancer.



# CUSTOMER PROGRAMS

First and foremost, Peoples Natural Gas is committed to providing our customers with safe and reliable natural gas service. When customers hit rough patches, we are there to help them with a variety of assistance programs.

## CUSTOMER ASSISTANCE PROGRAM (CAP)

The Peoples Natural Gas Customer Assistance Program (CAP) provides many benefits to participating customers. These benefits include an affordable monthly payment based on household income. Currently, more than 17,000 customers participate in CAP. Peoples Natural Gas has a goal to increase enrollment to 20,000.

For more information, call 1-800-400-WARM (9276) option 2.

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The Low Income Home Energy Assistance Program, a federally funded program that is administered by the Pennsylvania Department of Public Welfare, provides assistance to thousands of Pennsylvanians each year. In many cases, these energy assistance grants are essential in helping low-income families make ends meet.

For more than twenty years, former Pittsburgh Steeler and Hall of Famer Franco Harris has donated his time and talent to encourage customers to apply for LIHEAP. The “Partners for Warmth” campaign, co-sponsored by Peoples Natural Gas, Columbia Gas and Equitable Gas companies, features Franco Harris to encourage eligible customers to apply for LIHEAP through advertisements, the Internet and televised informational “telethons.”

Learn more about Partners for Warmth at [www.partnersforwarmth.org](http://www.partnersforwarmth.org).

## DOLLAR ENERGY FUND

Dollar Energy Fund is a private non-profit organization that provides utility assistance grants to low-income customers. Peoples Natural Gas has partnered with Dollar Energy Fund since the organization’s founding in 1983. Over the length of the partnership Peoples Natural Gas has donated more than \$9 million to Dollar Energy Fund to help thousands of the company’s low-income customers.

In addition to these donations, Peoples Natural Gas sponsors events to support Dollar Energy Fund throughout the year.

## WARMATHON

In February 2010, Peoples Natural Gas was a main sponsor of the second annual Warmathon to benefit Dollar Energy Fund. The Warmathon is a two-day radiothon hosted by NewsRadio 1020 KDKA to raise funds to help low-income Pittsburgh area families stay warm.

In addition to sponsoring the event, Peoples Natural Gas employees volunteered to staff the event phone bank. More than \$175,000 was raised through community donations during the event. Peoples Natural Gas and other sponsors matched the amount raised, resulting in the availability of \$350,000 in utility assistance grants to Pittsburgh area families in need.

## WARM YOUR HEARTH, TOUCH YOUR HEART

And, in October, Peoples Natural Gas teamed up with Hearth & Home Furnishings to launch the second annual Warm Your Hearth, Touch a Heart campaign. Hearth & Home Furnishing donated a portion of their sales of gas appliances from October through the end of December 2010 to Dollar Energy Fund. Peoples Natural Gas matched the donation.

This support helped Dollar Energy Fund provide utility assistance grants to over 1,700 Peoples Natural Gas customers in 2010.

## LOW INCOME USAGE REDUCTION PROGRAM (LIURP)

LIURP is designed to help customers manage their usage. The program provides weatherization measures including an energy audit, conservation materials and heating equipment repairs and/or replacement at no cost to the customer. In 2010, more than 160 customers benefited from these measures.

For more information on LIURP, call 1-800-400-WARM (9276).

Peoples Natural Gas has a variety of other programs to assist our customers. Visit us online at [www.peoples-gas.com](http://www.peoples-gas.com) to learn more.

The Peoples Natural Gas Volunteer Activities Committee (VAC) consists of all employees at the company. VAC is an essential part of the Peoples Natural Gas Community value achievement.

# VOLUNTEER ACTIVITIES COMMITTEE

The VAC mission is to improve the quality of life for our communities by supporting and participating in community service and development initiatives. We will actively engage our communities and their families in a way that builds mutual trust, support, commitment and cooperation in community-related organizations, events and initiatives.



## IN SUMMARY

This report highlights a small part of Peoples Natural Gas' community involvement. Peoples Natural Gas and our employees have also supported many other organizations, causes and events through monetary donations, in-kind gifts, volunteer hours and participation on non-profit boards:

Local Chambers of Commerce

Builders Associations

Community Development Corporations

Convention and Visitors Bureaus

Global Links / Haiti Recovery Campaign

Big Brothers Big Sisters

Adopt a Highway

Apollo Watershed

Carnegie Science Center / School Education Program

Tour de Toona

Johnstown Area Heritage Association

Blue and White Tip-off Club / Penn State Fayette Campus

Mechanical Contractors Association Heat's On Campaign

Air Conditioning Contractors for America Furnace Tune-up Program



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