
May 27, 2015

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CUSTOMER NEW
372 WASHINGTON ST
INDIANA PA 15701-2189

RE: ACCOUNT NO:
512000593617
SERVICE ADDRESS:
372 WASHINGTON ST
INDIANA PA 15701-2189

Subject: Peoples KY New Customer Notification

Dear Customer New:

Welcome to Peoples KY! Below is some very important information about Peoples KY. We look forward to serving you!

Gas Safety Information

Natural gas is one of the safest and most reliable energy sources available. As a natural gas customer, however, you do have some responsibilities.

- **What Pipelines Do You Own?**

You own the service line that runs from the property line (which often is the curb stop/valve) to your meter. If your line needs service, the contractor must be qualified under DOT regulations and be part of a DOT approved drug and alcohol program. You also own the house line that runs from the meter to your appliances. The cost of repair or replacement of both the service and house lines are the responsibility of you or the property owner.

- **Who Checks the Gas Piping?**

For your safety, we make periodic leakage evaluations on your service line. We check from our main line to the meter or to the wall of your house (whichever is further). We also check the meter. You are responsible to maintain (which includes periodic inspection for leakage and corrosion) your piping, internal and external, buried or exposed. If you do not maintain the buried piping, it may be subject to the potential hazards and leakage.

- **What Happens If the Gas Company Finds a Leak in My Pipeline?**

If we find a leak or other unsafe condition in your pipeline, we will shut off that section of the piping. If you are not at home, we will shut off that section of the piping and tag your door with an explanation of what the problem is and our telephone number.

You must arrange to have the unsafe condition corrected by a qualified individual and pay for the costs. For your safety, do not turn the gas back on. We will inspect the repairs and restore your service.

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- **Can I Replace the Pipeline Myself?**

No. Prior to any excavation, you or your contractor should call, toll-free, the Kentucky 811 at 811 or 800-752-6007 to have any underground facilities located. Your contractor should perform any excavation near buried gas pipelines by hand. Remember, you must use a contractor qualified under DOT regulations to make the repair.

- **Do I Own the Meter?**

We own and maintain the meter. It is your responsibility to keep the meter clear at all times. Because our employees need access to the meter, we ask that you keep shrubbery trimmed. And during the winter, please keep the meter clear of snow and ice.

- **Whom Should I Call If I Detect an Odor of Gas, Gas Fumes or Gas Leakage?**

You should always notify us of any suspected hazardous situations, including but not limited to those involving an unexplained odor of gas. Our Emergency Service Center answers calls 24 hours a day at 1-800-400-4271.

Your Rights and Responsibilities as a Utility Consumer

Attached is a copy of the Kentucky Public Service Commission Administrative Regulations regarding the Customer Bill of Rights. For more information about Peoples KY and the programs and services that we offer, please visit our website at www.peoples-gas.com.

Thank you for using natural gas.

Sincerely,

Peoples KY
Customer Service Center

CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you :
 1. Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
 2. Pay one-third (1/3) of your outstanding bill (\$200 maximum), and
 3. Accept referral to the Human Resources' Weatherization Program, and
 4. Agree to a repayment schedule that will cause your bill to come current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. (Call Toll Free 1-800-772-4636)

The Customer Bill of Rights is referenced in 807 KAR 5:006 Section 14 (1) c 1.