



to

Customer Name
123 Main Street
Samletown PA 00000-0000

March 19, 2012

RE: ACCOUNT NO:
00000000000000
SERIVCE ADDRESS:
123 Main Street
Samletown PA 00000-0000

Subject: Peoples Natural Gas New Customer Notification

Dear _____:

Welcome to Peoples Gas! Below is some very important information about Peoples Gas. 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 the property owner.

What Pipelines Does the Gas Company Own?

We own the main line that runs down your street. We also own a short service line (located near the street) that connects our line to the customer's service line. Repair or replacement of the main line and our service line is our responsibility. (An exception exists in some situations in the Johnstown and Altoona areas, where the gas company owns and maintains the entire service line.)

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, both internal and external, buried or exposed. If you do not maintain the buried piping, it may be subject to the potential hazards of corrosion 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 the piping and tag your door with an explanation of what the problem is and our phone number.

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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.

Can I Replace the Pipeline Myself?

No. Prior to any excavation, you or your contractor should call, toll-free, the One Call System at 1-800-242-1776 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.

Energy Choice

Customers of Peoples Natural Gas can choose to buy their gas from suppliers other than Peoples Natural Gas. Peoples Natural Gas continues to deliver the gas to your home. As a result, potential natural gas suppliers may request certain customer-specific information from Peoples Natural Gas. The Pennsylvania Public Utility Commission, therefore, has adopted requirements for the release of residential and commercial customer information. Peoples Natural Gas will continue its practice to restrict industrial customers' information unless the customer has affirmatively consented to its release.

Peoples Natural Gas or any natural gas supplier may release customer information as long as the customer first has been notified and has been given a convenient method of notifying Peoples Natural Gas or the natural gas supplier of its desire to restrict the release of the information. You have several options:

You may choose to restrict the release of all your customer information. If you tell us that you want your customer information (name, billing address, service address, rate class, account number and historical billing data) to be kept private, then we will not release this information to a third party.

You may choose to restrict the release of only historical billing data. If you tell us that you do not want historical billing data released, we may release your name, billing address, service address, rate class (i.e. residential) and account number to a third party, but we will not release your historical billing data.

You may choose not to restrict the release of your customer information. If you do not wish to restrict your customer information, you do not need to do anything. Your customer information, except for your telephone number, may be released to a third party. Information to be released will include your name, billing address, service address, rate class (i.e. residential), account number and historical billing data.

Note: The Eligible Customer List is updated throughout the year. Customer telephone numbers will NOT be released under any circumstances.

How to Opt Out

Go to www.peopseaccount.com. Open Profile. Then select the preference under Consent Agreement.

Call 1-800-764-0111 to speak with a Customer Service Representative.

Send a letter to Peoples Natural Gas, P.O. Box 535323, Pittsburgh, PA 15253-5323

Your Rights and Responsibilities as a Utility Consumer

Attached is a summary of the Pennsylvania Public Utility Commission's (PUC) regulations regarding Standards and Billing Practices for Residential Service. For the full Rights and Responsibilities booklet, you can go to the Peoples Natural Gas website at www.peoples-gas.com to review it or to print a copy. If needed, we can send you a printed copy. Please call us at 1-800-764-0111 to request your free copy.

For more information about Peoples Natural Gas and the programs and services that we offer, please visit our website: www.peoples-gas.com

Thank you for using natural gas.

Sincerely,

Peoples Natural Gas
Customer Service Center

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