
May 27, 2015

5

CUSTOMER NEW
372 WASHINGTON ST
INDIANA PA 15701-2189

RE: ACCOUNT NO:
612000593617
SERVICE ADDRESS:
372 WASHINGTON ST
INDIANA PA 15701-2189

Subject: Peoples WV New Customer Notification

Dear Customer New:

Welcome to Peoples WV! Below is some very important information about Peoples WV. 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.

- **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.

- **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 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.

continued next page

Page 2

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 West Virginia 811 at 811 or 800-245-4848 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.

For more information about Peoples WV 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 WV
Customer Service Center