



Preparing for storm season

Hurricane season runs from June 1 through Nov. 30. With our comprehensive emergency plan, Peoples Gas works year-round to be

ready for severe weather before hurricane season begins. Just as we're committed to safety and service, we urge you to follow this important safety guidance in the event of a major storm:

- We recommend that you **do not turn off your natural gas service**. If you are required to evacuate your home or business, your gas service should operate uninterrupted throughout the storm.
- However, if you choose to turn off your gas service, do not turn off your gas supply at the main meter. That valve should be turned on or off by **emergency utility personnel** only. Instead, you may turn off gas to individual appliances at the supply valve near each unit. Most city codes now

call for a small supply turn-off valve for each gas appliance. Locate the turn-off valve for each of your gas appliances and familiarize yourself with its operation before a storm occurs.

- After severe weather, immediately call **1 (877) TECO PGS (1-877-832-6747)** if you smell natural gas (like an odor of rotten eggs) or see a broken gas line.
- If you have any questions or have any difficulty relighting the pilot lights on your appliances, call your plumber or a qualified appliance service contractor or your gas company to assist you in locating a qualified appliance service contractor for a safety inspection.
- Create a hurricane season safety plan for your household. For helpful guidance, visit redcross.org.

While no one can predict what hurricane season will bring, by planning ahead and knowing how to respond to a storm, you can put yourself in a better position to manage severe weather.

IN THIS ISSUE

We're ready to serve you

Your time is valuable and Peoples Gas wants to make doing business with us as convenient as possible.

Our automated phone system can help you take care of many inquiries about your account. When you need to speak with a representative, following the correct menu options will ensure prompt and accurate service. Our Customer Care hours are

8:00 a.m. to 6 p.m. Please refer to the phone numbers below for the Peoples Gas Customer Care that serves your area.

Remember, many of your requests also can be handled online at peoplesgas.com, including paying your bill, changing your mailing address and turning on or off your service.

Peoples Gas offers local phone numbers in major metropolitan areas to help control costs and better serve our customers. Please take advantage of your local number.

Jacksonville (904) 739-1211

Orlando (407) 425-4662

Dade (305) 940-0139

St. Petersburg (727) 826-3333

Broward (954) 453-0777

Tampa (813) 275-3700

Ocala (352) 622-0111

All other locations . . . 1 (877) TECO PGS (1-877-832-6747)

For more information, visit peoplesgas.com.

Pay your gas bill online with e-Bill

Designed for your convenience, e-Bill is a fast and easy way to pay your Peoples Gas bill. To sign up, visit peoplesgas.com and click the *Enroll, view, pay your bill with e-Bill* banner. Then, select Sign Up and follow the step-by-step process.

Once enrolled, starting with your next monthly bill, you will receive an email message notifying you when your bill is ready to be viewed. Follow the link in the message to log in to your e-Bill account and review your bill. Pay using your checking or savings account and eliminate the typical convenience fee. Experience these e-Bill benefits:



It's safe. You receive and pay your bill on a fully secure site that uses Secure Sockets Layer online security protocol, encryption and automatic sign out to ensure your privacy.

It's smart for the environment. With e-Bill, you no longer receive a paper bill. Fewer trees will be used

to make paper and less waste will accumulate in landfills.

It's free. What are you waiting for? Enroll today.

For more information, please contact us toll free at **1 (877) 832-6747**.

Energy-efficiency tip

Install a natural gas tankless water heater that only heats on demand. These units have up to 50 percent higher efficiency than a natural gas tank water heater and are up to 70 percent

more efficient than an electric tank unit. (See page 4 for information on cash back rebates and federal government tax incentives.)

Cash-back rebates help you make the right choice for the environment

Natural gas appliances make sense for your household. Use the energy conservation rebates from Peoples Gas to help you purchase and install them. As the cleanest-burning fossil fuel, using natural gas allows you to reduce your carbon footprint, too.

Rebates for replacing existing gas appliances with new gas appliances

Tankless water heating	\$450
Standard water heating	\$350
Heating	\$350
Cooking	\$100
Clothes drying	\$100

Rebates for replacing electric appliances with gas appliances

Heating	\$625
Water heating	\$525
Cooking	\$100
Clothes drying	\$100

It's easy to apply

Ask your installing service provider for details. You also can request a rebate directly from Peoples Gas or get help finding a natural gas appliance sales and service provider in your area. Call **1 (877) TECO PGS** and select Residential, then option 4 or visit peoplesgas.com.

Federal tax credits also are available

You also may benefit from federal tax credits on energy-efficient natural gas, whole-home tankless water heaters and furnaces for up to 30% of the purchase and installation costs. The tax credits are available through the end of 2010 with a maximum credit of \$1,500. These dollars, plus the TECO Peoples Gas rebates, make energy-efficient natural gas appliances an affordable option. For specific details on which models fit the federal requirements, visit energystar.gov.

For more information, visit peoplesgas.com. Or, call toll-free **1-877 TECO PGS (1-877-832-6747)**.

Customer Connection is also available at peoplesgas.com.

Peoples Gas is an Equal Opportunity Company. ©2010 Peoples Gas. All rights reserved.

999.0784 CorpComm 4/10 300M PL

