



## Sign up for e-Bill

55,000 customers know it's fast and easy

Designed for your convenience, e-Bill is a convenient way to pay your Peoples Gas bill online. To sign up, visit [peoplesgas.com](http://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 notifying you when your bill is ready to be viewed. Follow the link to log in and review your bill. Pay using your checking or savings account and eliminate the typical convenience fee.

55,000 Peoples Gas customers are already experiencing 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. You're in good company.

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

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[peoplesgas.com](http://peoplesgas.com)

## Holding ourselves to high standards

As part of the TECO Energy family, Peoples Gas shares our parent company's corporate values as the core of our business philosophy. These values are:

### **Safety:**

- We emphasize a safe work environment and a culture of looking out for the safety and well-being of each other, our customers and our communities.
- We believe the safety of life outweighs all other considerations.

### **Integrity:**

- We hold ourselves to the highest ethical behavior in all of our business activities, including legal, regulatory, financial, operational and environmental matters.
- We honor our commitments.

### **Respect and concern for others:**

- We value differences, development, teamwork, open communications, care for others and continuous learning.
- We treat all stakeholders, including customers, team members, business partners and investors, fairly.
- We communicate openly and in a timely way with all of our stakeholders.

### **Achievement with a sense of urgency:**

- We work, as a team, with speed, sound judgment and diligence toward common goals.
- We support the business strategy and accept ownership and personal responsibility for our actions.

### **Customer service:**

- We realize customers are why our organization exists.
- We treat them fairly and provide high-quality services.

As we constantly strive to fulfill these obligations, we do so in the hope that you will know how much we value you as a Peoples Gas customer.

## Staying Safe: Avoiding Hot Tap Water Injuries



These three simple guidelines will help your family prevent burns from hot water.

- Make sure your water heater is set to a safe temperature.
- To help prevent scald injuries caused by excessively hot tap water, it is recommended that the water heater be set following the manufacturer's recommendation found in your owner's manual.
- Check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub. It only takes a half a second for a baby to suffer a severe burn in 150°F water versus four minutes in water at 120°F.



**Know what's below.  
Call before you dig.**

For information, visit [call811.com](http://call811.com) or [peoplesgas.com/safety/beforeyoudig](http://peoplesgas.com/safety/beforeyoudig).

## Replace appliances using cash-back rebates

Peoples Gas provides energy conservation rebates when you replace an existing electric appliance with a natural gas unit or an older natural gas appliance with a new, more energy-efficient model. It's easy to apply. Ask your installing service provider for details. You can also 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](http://peoplesgas.com).

Natural Gas Appliance	Replacing Electric with Natural Gas	Replacing Natural Gas with Natural Gas
Tank Water Heating	\$500	\$350
High-Efficiency Tank Water Heating*	\$550	\$400
Tankless Water Heating	\$675	\$550
Heating	\$725	\$500
Cooking	\$200	\$100
Clothes Dryer	\$150	\$100

\*Energy Factor (EF) of .63 or higher.

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.

Broward	(954) 453-0777	Orlando	(407) 425-4662
Dade	(305) 940-0139	St. Petersburg	(727) 826-3333
Jacksonville	(904) 739-1211	Tampa	(813) 275-3700
Ocala	(352) 622-0111	TTY Hearing Impaired	1 (888) 535-4911
All other locations	1 (877) TECO PGS (1-877-832-6747)		
For more information, visit <a href="http://peoplesgas.com">peoplesgas.com</a> .			

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

*Customer Connection* is also available at [peoplesgas.com](http://peoplesgas.com).

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