

Avoid Hazards



What to Do if You Suspect a Leak

If you smell natural gas or see or hear signs of a leak, leave the area immediately. Do not try to find the source yourself.

DO NOT:

- Touch, breathe in or make contact with a gas leak
- Use matches, phones, light switches or anything that could spark
- Open windows, attempt to make repairs, operate valves or try to put out a fire
- Start a vehicle or use an automatic garage door

DO:

- Leave the home, building or area right away
- Get to a safe location
- Warn others to stay away
- **Call 911** and Peoples Emergency Service at **1-800-400-4271**

Peoples Emergency Service:

1-800-400-4271

AVAILABLE 24/7/365

If you smell gas, suspect a leak, notice a damaged gas line, or have carbon monoxide symptoms, leave the area immediately and call our emergency hotline from a safe location. When in doubt, call us right away.

Ask to See ID

Always ask to see ID before letting anyone into your home. Peoples employees carry a photo ID badge with their name and the Peoples logo, and typically drive Peoples-marked vehicles. If you have any questions or concerns, call Customer Service at **1-800-764-0111**.



PEOPLESVIEW



If You See Gas Theft

Gas theft is illegal and dangerous. It can put people at risk and increase costs for other customers. If you suspect gas theft, email gastheft@peoples-gas.com. Your identity will be kept confidential.



Call 811 before you dig

It's a Free Call and It's the Law! • www.call811.com



1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss
Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

Connect with us



What's My Financial Responsibility for My Gas Lines?

August 2026



PNG 0826



What's My Financial Responsibility for My Gas Lines?

Natural gas reaches your home through Peoples' main line and service line. After it passes through your meter, it travels through your house line to your gas appliances.

In most cases, Peoples' maintenance responsibility ends near your property line, where the company service line connects with the customer service line. Repairs to the customer service line, house line and gas appliances are the customer's responsibility, however, the gas meter is Peoples' property and responsibility.

If your customer service line, house line or gas appliances need repair or replacement, make sure the work is performed by a qualified installer. After the work is complete, the installer must contact Peoples for a leak test and submit a Service Installation Record (SIR) online before gas service can be restored.



Scan for more information.

peoples-gas.com/get-gas/protection-programs

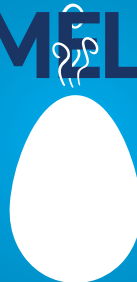
SIGHT



SOUND



SMELL



Three Sensible Words About Natural Gas

You may notice a natural gas leak by sight, sound or smell:



SIGHT

Dead or discolored vegetation near a pipeline may be a sign of a leak.



SOUND

A leak may make a hissing or high-pitched whistling noise.



SMELL

Natural gas is odorless, so Delta adds a rotten-egg odor to help alert you to a possible leak.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-400-4271.

Protect Your Pocket

Pennsylvania customers can choose a state-licensed natural gas supplier or continue buying natural gas from Peoples. The Energy Choice Program lets you shop offers from state-licensed suppliers.

Before you switch, review the offer carefully and compare it with **Peoples' current Price to Compare (PTC)**, shown on your bill and updated quarterly at peoples-gas.com/shopforgas.

No matter who supplies your gas, Peoples will continue to deliver your natural gas and respond to emergencies.

Peoples Residential Price to Compare ("PTC") effective July 1-September 30, 2026 is \$3.71 per Mcf.

Safety First

For Gas Appliances

Help protect your home and family by using and maintaining natural gas appliances safely.

DO NOT:

- Store gasoline, solvents, adhesives or other flammable materials near gas appliances or water heaters.

DO:

- Schedule regular inspections by qualified professionals
- Keep vents, registers and air openings clear so appliances have proper airflow
- Check your water heater temperature after service. Water above 125°F can cause severe burns
- Keep outdoor vents clear of snow, ice and debris, and never cover vent openings
- Install and maintain carbon monoxide detectors according to the manufacturer's instructions

Learn more about natural gas safety at peoples-gas.com/safety