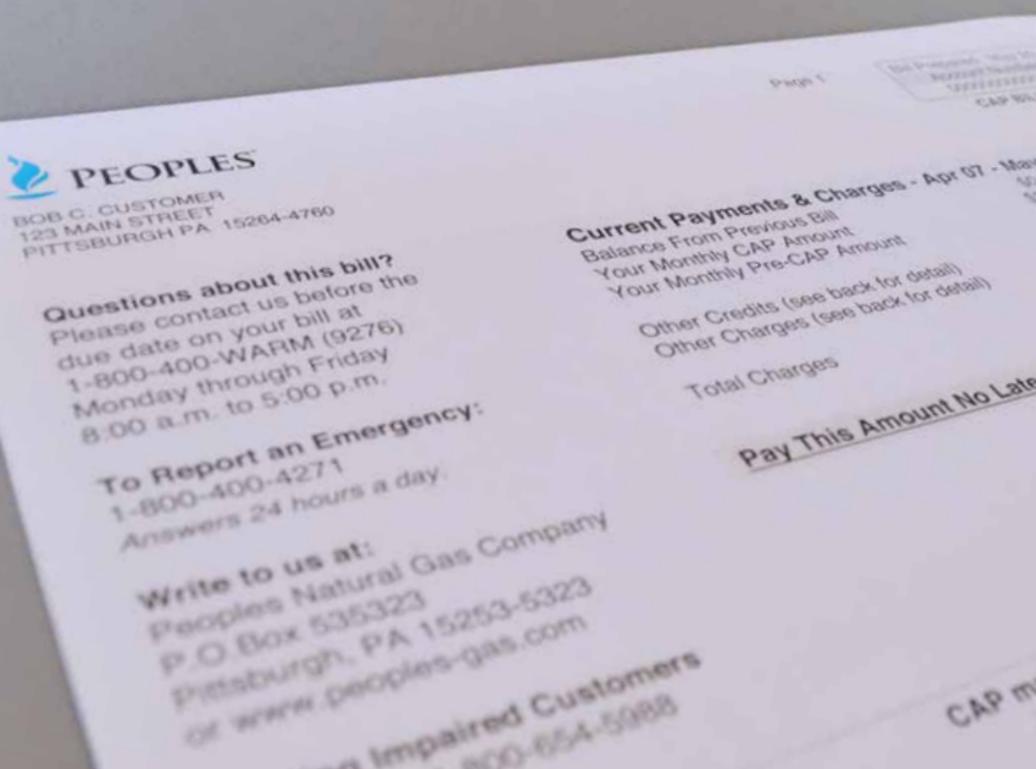


YOUR BILL HAS A

NEW LOOK



We have updated our billing system to better serve you.

You now have a new account number.
And, there is a new format for your bill.
Look inside to learn more about your new bill.



PEOPLESSM

PEOPLES-GAS.COM

YOUR HOMETOWN NATURAL GAS COMPANY

YOUR ACCOUNT NUMBER HAS CHANGED

This is the number you will use when you contact Customer Service. If you have autodraft or pay your bills online via a bank account, you will need to update your account number right away to receive payment credit.

CUSTOMER ASSISTANCE PROGRAM INFORMATION



PRESENTING YOUR NEW CAP GAS BILL

Easier to read and helps you track your payments and credits.

- 1 Your account number.
- 2 Your CAP payment.
- 3 Information about your Pre-CAP balance.
- 4 Pay this amount.



BOB C. CUSTOMER
123 MAIN STREET
PITTSBURGH PA 15264-4760

Page 1

Bill Prepared: May 20, 2015
 Account Number
 000000000000
CAP BILL

Questions about this bill?
Please contact us before the due date on your bill at 1-800-400-WARM (9276) Monday through Friday 8:00 a.m. to 5:00 p.m.

To Report an Emergency:
1-800-400-4271
Answers 24 hours a day.

Write to us at:
Peoples Natural Gas Company
P.O.Box 535323
Pittsburgh, PA 15253-5323
or www.peoples-gas.com

Hearing Impaired Customers
Call 711 or 1-800-654-5988

Current Payments & Charges - Apr 07 - May 05	
Balance From Previous Bill	\$0.00
Your Monthly CAP Amount	\$25.00
Your Monthly Pre-CAP Amount	\$5.00
Other Credits (see back for detail)	\$0.00
Other Charges (see back for detail)	\$0.00
Total Charges	\$30.00

Pay This Amount No Later Than Jun 11, 2015 **\$30.00**

Account Information	CAP makes your bill more affordable.						
<p>Customer Assistance Program (CAP) is a special payment plan that allows income eligible customers to make monthly payments based on their income and family size.</p> <p>Pre-CAP amount you owed when you joined CAP \$149.19. Your pre-CAP balance is \$149.19.</p>	<table border="0"> <tr> <td>Actual Usage Bill</td> <td style="text-align: right;">\$294.25</td> </tr> <tr> <td>Monthly CAP Amount</td> <td style="text-align: right;">\$25.00</td> </tr> <tr> <td>Monthly CAP Credit</td> <td style="text-align: right;">\$269.25</td> </tr> </table> <p>Your CAP Monthly Credit is the difference between your actual usage bill and your CAP payment amount. When your actual bill is greater than your CAP payment amount, a CAP Credit is applied to your account.</p>	Actual Usage Bill	\$294.25	Monthly CAP Amount	\$25.00	Monthly CAP Credit	\$269.25
Actual Usage Bill	\$294.25						
Monthly CAP Amount	\$25.00						
Monthly CAP Credit	\$269.25						

Other important information on back

Return this part to the address below with a check made payable to Peoples Natural Gas.

DUE DATE Jun 11, 2015	Account No. 000000000000
\$30.00	Amount Enclosed
CAP Amount Due	

2 8000472216

BOB C. CUSTOMER
123 MAIN STREET
PITTSBURGH PA 15264-4760

PEOPLES NATURAL GAS COMPANY
PO BOX 644760
PITTSBURGH, PA 15264-4760



10002000063462470000000002500000000030002

- 5 Payment total.
- 6 Charges for the gas you used.
- 7 Credit you will receive.

BILL COMPONENTS

There are seven main sections to your bill.



For more information, please visit www.peoples-gas.com



PLEASE TAKE NOTE OF THE FOLLOWING CHANGES

- A new account number. If you call to speak with Customer Service, this is the number you will use. Please note, if you have autodraft or pay your bills online through a bank account, you will need to update your account number right away to receive payment credit.
- A new EMERGENCY number
1-800-400-4271
- A new Customer Service number
1-800-764-0111
- A new “look” to your Peoples bill
- Access to **Peoples e-Account** online bill-pay and account management system

For more information, please visit
www.peoples-gas.com

Universal Services Programs

In addition to CAP, Peoples offers these programs for customers on limited or fixed incomes or who may have special needs. Contact us at 1-800-400-WARM (9276) for details, eligibility requirements, and enrollment information.

▶ ***Low Income Usage Reduction Program (LIURP)***

Under this program, a team of “energy auditors” visits the home and thoroughly inspects it from the basement to the attic to find where heat is escaping and where cold air is entering the home. Measures that provide the greatest energy savings will be installed and may include: heating system improvements, attic and wall insulation, and caulking and weather-stripping.

▶ ***Customer Assistance Referral and Evaluation Services (CARES)***

The CARES program helps payment-troubled customers who are facing other problems as well. Customer Relations Specialists review a customer’s situation and provide referral information to the customer, and to the customer’s family, about agencies that may be able to help, such as fuel assistance programs and social service agencies.

Check our website under [Your Bill/Energy Assistance Programs](#) for other help available in your area.



Peoples
PO Box 535322
Pittsburgh, PA 15253-5322
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www.peoples-gas.com