

Call before you dig: It's the law

It's your property; it's your project – that sounds like all you need to know when your project involves digging, right? Wrong!

Call before you dig. **It's the law.**

By digging without knowing what's in the ground below, you run the risk of damaging underground natural gas piping and the infrastructure of other utilities. This can not only affect other customers who rely on natural gas, cable, telephone and other services for their homes or businesses, but could also cause serious injury to yourself or others.

With one quick call to **811** before you dig, Sunshine State One Call of Florida (SSOCOF), a not-for-profit

corporation, will work to notify all affected utilities, who will mark their buried infrastructure with paint, flags or stakes. Line location will happen within two full business days of your phone call. Visit **callsunshine.com** for more information on SSOCOF.

Remember, the responsibility to make the call is yours.



Call 811 before you dig for help in avoiding buried infrastructure.



Know what's below.
Call before you dig.

IN THIS ISSUE

With rebates, it pays to make the environmentally responsible choice

Using natural gas in your home or business is about more than just convenience – as the cleanest-burning fossil fuel, it enables you to reduce your carbon footprint, too. Peoples Gas wants to help you make the environmentally responsible choice with statewide energy conservation rebates you can use to purchase and install natural gas appliances.

New 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 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.

Federal tax credits are also available

Federal tax credits on energy-efficient natural gas tankless water heaters and furnaces have increased to 30 percent of the purchase and installation costs. These tax credits have been extended through the end of 2010 with the maximum credit raised to \$1,500 for



Tankless water heater

the two-year period of 2009 through 2010. These credits, plus the Peoples Gas rebates, help make these appliances an affordable option. For specific details on which tankless water heater and furnace models fit the federal requirements, visit energystar.gov.

We're prepared during hurricane season – and we want you to be ready, too

Hurricane season runs through November 30. Before and during hurricane season, Peoples Gas works hard to be ready for severe weather. We encourage our customers to also be prepared by following the important safety steps listed below in the event of a major storm.



- We recommended 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 valves for your gas appliances and familiarize yourself with the operation of each before a storm occurs.
- After severe weather, immediately call **1-877 TECO PGS** if you smell natural gas (like an odor of rotten eggs) or see a broken gas line.
- If you have any questions or experience difficulty relighting the pilot lights on your appliances, call your plumber, a qualified appliance service contractor or your gas company to assist you in locating a qualified appliance service contractor for a safety inspection.
- Create and review a hurricane season emergency plan for your household. For helpful information, visit [redcross.org](https://www.redcross.org).

Fuel for thought

Did you know you can reduce your carbon footprint with natural gas?

Natural gas appliances make sense for your household. A major reason is that natural gas produces fewer greenhouse gases than other fossil fuels. For example, by replacing an electric water heater with a natural gas tankless water heater, you can help reduce your home's carbon footprint by 3,000 pounds of carbon every year.

Pay your gas bill online with e-Bill



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

Once enrolled, starting with your next monthly bill, you will receive an e-mail message notifying you when your bill is ready to be

viewed. Follow the link in this message to log in to your e-Bill account and review your bill. Pay using your checking or savings account to eliminate the

typical convenience fee and 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 TECO PGS**.

WE ARE HERE TO SERVE YOU!

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.

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|----------------|----------------|-----------------------|---------------------------------|
| • 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. Or, call toll-free **1-877 TECO PGS (1-877-832-6747)**.

Customer Connection is also available at peoplesgas.com.

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