NEED TO CONTACT US?
FOLLOW THESE TIPS FOR FAST, EASY ASSISTANCE

BEFORE YOU CALL
Have the last four digits of the account holder’s social security number and at least two of the following forms of identification. When prompted, enter your information to help our system locate your account as quickly as possible.

- Account number
- Meter number
- Phone number
- Tax payer ID

DURING YOUR CALL
Listen carefully and follow all the menu prompts. This helps us route your call to a representative specifically trained to handle your request.

FOR EVEN QUICKER PHONE SERVICE
Reach us 24/7. Follow the tips above to perform these requests without speaking with a representative.

- Receive your account balance
- Make a payment
- Check last payment received
- Get our mailing address
- Get your account number
- Find a payment location
We often receive up to 20,000 calls a day!

While we strive to provide the best possible service to everyone who calls, some calls take longer than others. As a result, you may experience an extended time on hold based on the volume of incoming calls. Please know you are important to us, and we’ll handle your request as soon as we can.

If your call is not urgent, we recommend calling Tuesday through Thursday when call volume is usually lower.

Customer Care
Monday – Friday • 7:30 a.m. to 6:00 p.m.

Report Gas Leaks
877-832-6747

Tampa: 813-275-3700
Lakeland: 863-299-0800
Ocala: 352-622-0111
Broward: 954-453-0777
Miami: 305-940-0139
St. Petersburg: 727-826-3333
Orlando: 407-425-4662
Jacksonville: 904-739-1211
All other counties: 877-832-6747
Commercial Customers: 866-832-6249
TTY Hearing Impaired: 711

Conservation Rebates
877-832-6747

Go Online
You can make a payment, find a payment location, get contact information and much more at peoplesgas.com

peoplesgas.com