



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
- Phone number
- Meter 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

DID YOU KNOW?

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