

# At Your Service Handbook

Your guide to Natural Gas service from Peoples Gas



**TECO**  
PEOPLES GAS  
[peoplesgas.com](http://peoplesgas.com)

## Peoples Gas Offices

Avon Park  
**877-832-6747**

Dade/Broward\*  
Dade **(305) 940-0139**  
Broward **(954) 453-0777**

Daytona Beach/Holly Hill  
**877-832-6747**

Eustis  
**877-832-6747**

Ft. Myers  
**877-832-6747**

Jacksonville\*  
**(904) 739-1211**

Jupiter  
**877-832-6747**

Lakeland  
**877-832-6747**

Ocala\*  
**(352) 622-0111**

Orlando\*  
**(407) 425-4661**

Panama City  
**877-832-6747**

St. Petersburg/Pasco\*  
**(727) 826-3333**

Sarasota  
**877-832-6747**

Tampa\*  
**(813) 275-3700**

*\*Please call your local area number for service or call **877 TECO PGS (877-832-6747)**.  
You can view and pay your bill online 24 hours a day by signing up for e-Bill. Visit  
**peoplesgas.com** for more information.*

*24-hour bill payment by phone is available by calling **877-PAY2PGS (877-729-2747)**.*

*24-Hour Emergency Service **877-TECO PGS (877-832-6747)***

*If you need to report an emergency, Peoples Gas Customer Service Professionals are available to help 24 hours a day.*



# Table of Contents

---

BILLING AND PAYMENT OPTIONS	2
HOW TO READ YOUR GAS METER	4
GAS SAFETY TIPS	4
NATURAL GAS PIPELINE SAFETY AWARENESS	8
FREQUENTLY ASKED QUESTIONS	10
APPLIANCE SALES AND SERVICE	11
ENJOY USING NATURAL GAS	12

---



*Dear Valued Customer:*

*Thank you for choosing Peoples Gas as your energy provider. I would like to take this opportunity to welcome you, and invite you to familiarize yourself with the At Your Service Handbook. This reference guide will acquaint you with our company's programs, safety tips and key contact information.*

*We hope you enjoy the comfort, convenience and savings that natural gas offers and that your experience with our company is a most enjoyable one.*

*Sincerely,*

A handwritten signature in black ink that reads "Bruce Narzissenfeld". The signature is fluid and cursive.

*Bruce Narzissenfeld  
Vice President, Customer Care*

## Billing and Payment Options

### Natural Gas Service

Natural gas customers are billed on approximately the same day every month. Because your bill may vary from month to month, we designed this section to help you understand how monthly charges are calculated and what amounts are due. To avoid late fees, additional deposits or reconnect fees, you should pay your bill prior to the due date shown on the bill (i.e., this month's charges due by xx/xx/xxxx).

Differences in your monthly charges can be caused by changes in the weather, the number and types of appliances you use, days between meter readings, number of people in your home and the amount of time spent at home. Occasionally, rate changes or changes in the cost of gas will affect the total amount due on your bill.

If for any reason it is not possible for the Peoples Gas meter reader to see your meter, an estimated bill will be calculated based on factors such as previous usage and the length of the billing cycle. Any difference between the actual bill amount and the estimated bill amount is automatically corrected on your next bill, based on an actual reading. If you know when your meter is scheduled to be read, remember to restrain pets, or clear away obstacles, such as shrubs, from your meter.

Many of Peoples Gas' costs for operating and maintaining a safe system to deliver gas to your home are incurred regardless of how much gas you use in a given month, or even if you don't use any. The customer charge includes some of those costs. The energy distribution charge is the cost per unit of gas used. It reflects the rest of Peoples Gas' costs of providing service and includes costs that vary depending on the amount of gas used. The purchased gas adjustment (PGA) is what Peoples Gas pays its suppliers for gas, plus the cost to transport the gas to Florida through interstate pipelines. Taxes and fees include local franchise fees and local and state taxes, as applicable. Your bill may also include past due or transferred amounts, service initiation charges or a deposit charge, if applicable.

### AutoPay

By enrolling in our Automatic Payment Program, you can pay your bills automatically. This service is free and is designed to automatically deduct the amount of your Peoples Gas bill from your bank account each month.

## Payment Options

TECO Peoples Gas offers many ways to pay your natural gas bill, including direct debit from your checking or savings account, online payment without a fee and online payment or payment by phone using credit card or e-check, U.S. postal service or Bill Payment Locations.

### e-Bill (no-fee paperless billing)

To sign up for this free service which eliminates a paper bill and convenience fee, go to **peoplesgas.com** and click on the Residential or Business tab, then Pay Your Bill, then e-Bill. Follow the step-by-step process to enroll. You can view your bill from the e-Bill site and pay using any of our payment options – check, automatic bank draft, online, etc. It's simple, secure and there is no fee. For more information about viewing your bill online or payments made via the Internet, visit **peoplesgas.com** or call toll free **877-832-6747**.

### Online Payment

You can also pay your Peoples Gas bill directly from our Web site, with a credit card or electronic check. Simply go to the **peoplesgas.com** home page and click on the Residential or Business tab, then Pay It Now. All you need is your house number and account number from your Peoples Gas bill and your credit card or checking account information.

1. Enter your house number and account number and click Continue.
2. After verifying the amount to be paid – the amount listed on your last billing statement – select your payment method and click Continue. (Your last billing statement will not reflect payments or adjustments posted after the statement date.)
3. After confirming that the information is correct, click "Pay Now" to continue. For any of these transactions, there will be a resulting fee charged by the third-party vendor who hosts this service. The fee for a Residential account is a flat \$2.85 per \$500 transaction. The fee for a non-Residential account is 2.75 percent of the total amount paid per \$5,000 transaction.
4. You will receive an authorization/receipt number that will confirm your transaction. Please keep this for your records. It may take up to two business days for the transaction to post to your gas account.

### 24-hour Payment by Phone

Residential customers can make bill payments by phone - 24-hours a day, 7 days a week - using your VISA, MasterCard, Discover card, American Express or bank check. There is a \$2.85 processing fee added to your transaction.

Commercial customers can make bill payments by phone as well, using MasterCard, Discover card, American Express or bank check. There is a 2.75 percent processing fee added to your transaction.

Call toll free **(877) PAY2PGS** or **(877) 729-2747** and have your account number and your credit card or checking account information available.

For more information, visit our Web site at **peoplesgas.com**, or call your local area number. See inside the front cover for a listing of phone numbers.

## How to Read Your Gas Meter

Reading your gas meter depends on what type of meter has been installed for your account. Gas meters show the amount of gas used in units of 100 cubic feet (CCF).

### Reading Analog Gas Meters:

These meters are read much like a clock. While facing the meter, read the dials from right to left. (Note that each dial turns in the direction opposite the dial next to it.)

Record the numbers for each dial following these rules:

- When the hand on the dial is between two numbers, always record the smaller number.
- If the hand is on or very close to a number, record this number if the dial hand immediately to the right is on or has just passed zero. (Note the direction the hand is moving.) If the dial hand to the right has NOT passed zero, record the smaller number of the dial you are reading.
- Your consumption can be determined by subtracting your previous reading from your present reading.

### Reading an AMR Meter

Many natural gas customers have meters that can be read automatically from a distance by the utility. These AMR or automated meter reading meters use electronic reading technology (ERT) and display the usage numbers like an odometer. Your consumption can be determined by subtracting your previous reading from your present reading.

It is important to know that while the utility may usually read the meter from a distance, (i.e., from outside a fence, from across the street, etc.), the Florida Public Service Commission requires that we have access to our equipment (meter, riser, service line, etc.) at all times.

## Gas Safety Tips

**In an Emergency, call 877 TECO PGS or 911.**

### If You Smell Gas

In its natural state, natural gas is both colorless and odorless. For your safety, a chemical ingredient is added which smells like rotten eggs. This unpleasant odor is for your protection in the event of a gas leak.

If you suspect a gas leak, check your pilot lights or see if a burner valve has been left partially on. If you can't find the source, open windows and doors to disperse the gas, and call Peoples Gas.

If the odor is extremely strong, leave the building at once. Call Peoples Gas from a neighbor's phone.

Do not use your phone or light any matches. Do not operate switches or electrical devices or pull any plugs from outlets. Any of these actions could ignite gas that may have accumulated.

A gas leak is a rare occurrence, but for your protection, 24-hour emergency service is available with a phone call to Peoples Gas at **877 TECO PGS (877-832-6747)**.

## Safety Tips

Peoples Gas' first priority is the safety of its customers, the general public and our team members. When used properly, natural gas is one of the safest and most reliable forms of energy available. However, as with all forms of energy, improper or careless use of natural gas may cause property damage or personal injury.

Please take time to review these safety tips and share them with members of your household or business.

### Prevention

Gas appliances can provide many years of safe, economical service if you follow a few simple guidelines:

1. Purchase only appliances approved by recognized testing centers to ensure they meet national safety standards.
2. Have your gas appliances installed and maintained by qualified service personnel. See page eleven for information on appliance sales and service providers.
3. Follow the manufacturer's instructions on the label for the lighting and operation of each appliance.
4. Use a gas appliance only for its intended purpose. For example, an oven should not be used to heat a room.
5. Keep papers, clothing, curtains, flammable liquids and other combustibles away from open flames.
6. Have qualified service personnel remove dirt, dust or lint from burners.
7. Make sure your appliance gas flame burns bright blue, not a dull yellow - orange.
8. Never use an appliance that is operating improperly. Have it serviced by a qualified service provider.
9. Have at least one approved fire extinguisher in your home. Remember: Baking soda, salt or even a large pot lid may be used to extinguish a grease fire from the stove.
10. Consider using a monitor in your home for carbon monoxide (CO), a poisonous gas. All types of combustion appliances that use solid (wood) or liquid (oil), as well as natural and propane gas, can produce CO if not properly installed and maintained. If your CO monitor activates (signaling a potential problem), contact your local fire department immediately.

## Home Heating Safety

Gas equipment requires an adequate air supply to operate properly. Without proper ventilation, your equipment may produce carbon monoxide (CO), a poisonous gas. For this reason, when a space heater is located in a tightly sealed home, a window or door should be opened slightly while you are using it.

If you ever smell fumes, your eyes sting, or you become dizzy or nauseated while your heater is on, turn it off immediately, open doors and windows and leave the house. Have it checked by a qualified service professional.

Never operate an unvented space heater if the ceramic radiants are broken or out of place. Unvented space heaters should not be used in rooms such as bathrooms, bedrooms or other rooms where doors are closed when the room is occupied.

On a vented heater, make sure the vent is clear of obstructions and that it draws fumes out of the house. Turn off the heater if the vent is not operating properly. If your heating system is located in a closet, be sure the louvers or grills in the door are not blocked. Do not operate heating equipment if you are unsure of its condition or operating instructions are unavailable.

Have your gas heating system checked by a professional every year before cold weather arrives. If you're a seasonal customer, you should have your equipment checked before reactivation.

Your heating equipment may need servicing if you have trouble keeping the pilot light on or if the control valve is hard to operate. Do not force or tamper with the control. Call to arrange for professional service.

## Avoid Hot Tap Water Injuries

Make sure your water heater is set to a safe temperature. To help prevent scald injuries caused by excessively hot tap water, it is recommended that the water heater be set following the manufacturer's recommendation found in your owner's manual.

Check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub. It only takes a half a second for a baby to suffer a severe burn in 150°F water versus four minutes in water at 120°F.

## Be Safe Around Flammable Liquids

Gasoline and other flammable liquids should never be used indoors, and should be stored in an approved container, away from children.

- Gasoline is a motor fuel. Never use it as a cleaner.
- Never use gasoline or other flammable liquids indoors or in the same room or area as a natural gas appliance or other ignition source.
- Keep gasoline **ONLY** in an approved gasoline container. Make sure the container is tightly sealed. Never store gasoline in plastic milk jugs or glass containers.
- Never fill gasoline containers to the top. Allow room for vapor expansion.



- Store gasoline in a safe container on a high shelf, in a cool place, away from the house.
- Keep gasoline and other flammable liquids away from children
- Talk to your children about the dangers of flammable liquid products.

## Customer-Owned Piping: Things to Know

Peoples Gas owns the pipe from the natural gas mains up to the meter at your home or business. All natural gas lines from the meter to your appliances are owned by you, and their upkeep is your responsibility. Maintenance issues may arise depending on several things: whether pipe is buried, whether corrugated stainless steel tubing is installed, or the age or type of connector that is used.

Please review the related information on customer-owned piping to learn about your responsibilities for required maintenance and upkeep.

### Corrugated Stainless Steel Tubing (CSST)

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to supply natural gas in residential, commercial and industrial structures. CSST is often coated with a yellow or black exterior plastic coating. CSST is usually found on top of ceiling joists in attic spaces, inside interior wall cavities or near floor joists in a basement.

If lightning strikes a structure containing CSST, there is a risk the lightning can travel into and through the structure's natural gas piping system and cause a leak, or in some cases, a fire.

The product is installed in 7 million homes in the United States. It is safe to use when properly bonded and grounded. Current manufacturer installation instructions require proper bonding and grounding. This reduces the chances of a natural gas leak or fire.

CSST is typically routed beneath, through and alongside floor joists, inside interior wall cavities and on top of ceiling joists in attic spaces. If work has been performed on the gas piping system in your house or business since 1990, it's possible that yellow CSST was installed but not to current installation requirements. If you find CSST in your home or business, you should hire a licensed electrician to inspect the equipment to ensure it is properly bonded and grounded..

### Interior Piping and Appliance Connector Safety

Gas connectors need to be inspected regularly, and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced.

- Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself.
- After disconnecting gas appliances, gas connectors should always be removed and the fuel line should be plugged and capped.
- Gas pipes should be properly maintained and never used for unintended uses such as hanging clothes.

## Buried Piping

Customers who own buried piping must be made aware of the following:

1. TECO Peoples Gas does not own or maintain the customer's buried piping.
2. Buried piping that is not maintained may be subject to corrosion and/or leakage.

Most customer-owned piping is designed, permitted, installed and inspected in accordance with local building codes. Florida's soil conditions corrode metallic piping and over time could result in leakage.

The best way to avoid this potential hazard is to periodically inspect underground piping and repair any unsafe conditions.

Licensed plumbers and heating and air conditioning contractors can conduct these periodic inspections.

## Storm Safety

Peoples Gas wants you to be prepared for storm season.

Hurricanes, tornadoes, thunderstorms and flooding are just some of the severe weather conditions that can affect Floridians during storm season, which runs June 1 through November 30.

While serious weather conditions like these cannot be prevented, preparation can go a long way toward keeping your family and your home or business safe.

Here are a few precautions to take to ensure your safety with natural gas appliances during a storm:

- If you evacuate your home or business, DO NOT turn off your gas supply at the main meter. Only emergency or utility personnel should turn the valve on or off.
- You CAN turn off the gas for individual appliances at the appliance valve near each unit, if you choose to do so. Most codes now require an appliance valve within six feet of each appliance.
- During and after severe storms, Peoples Gas crews are available to respond to natural gas emergencies.

Customers can contact a qualified gas appliance dealer if they experience difficulty relighting the pilot lights on appliances after a valve shut off. Peoples Gas can provide a list of qualified dealers to help. Call toll free **877 TECO PGS (877-832-6747)**.

## Natural Gas Pipeline Safety Awareness

The purpose of natural gas pipelines is to carry one of the world's most efficient and environmentally-friendly fuels to businesses and homes like yours. These pipelines help meet the energy needs of the region. According to federal statistics, pipelines are the nation's safest and most reliable energy transportation system.

Although gas incidents are rare, this mode of transportation does carry some hazards should a release occur. These risks may include ignition, fire, and explosion, which can have a significant impact to both property and/or life. For this reason, Peoples Gas considers a natural gas leak first priority. We train extensively on leak response and liaison with First Responders on how to effectively respond to pipeline emergencies. These ongoing relationships help prevent incidents and assure preparedness for emergencies, should they occur.

### Be aware of the signs of a pipeline leak

Natural gas is lighter than air and may pose a hazard, especially if released in confined spaces. It's important to be able to identify signs of a natural gas leak, especially the rotten egg-like odor that natural gas gives off. Near a gas line, watch for blowing dirt, bubbling water, dry spots in moist areas or dead plants surrounded by live, green plants. Listen for a hissing sound. All of these things could mean there is a natural gas leak nearby.

If you suspect a leak, leave immediately – don't try to find or stop the leak. Don't touch anything electrical before you leave or use a telephone, even a cell phone. Don't smoke, don't turn appliances or lights on or off, and don't operate any vehicle or equipment that could create a spark. Once you are out of the suspected area, immediately call **877-832-6747 (877-TECO PGS)**. If the smell of natural gas is particularly strong, call **9-1-1**.



### How to spot pipelines in your area

Peoples Gas installs yellow pipeline markers along the route of the pipeline including at road crossings, fence lines and street intersections. Pipeline markers show the name of the owner of the pipeline, the product contained in the pipeline and the number to call in case of an emergency. Please note that pipeline markers indicate that a gas facility is in the general area and are not necessarily placed directly over the pipeline nor do they indicate the depth of the pipeline. In areas of high density such as residential areas and downtown districts pipeline markers may not be present; however, gas pipelines may be located within the rights of way of streets and roadways. Be aware that unauthorized infringements on pipeline rights-of-way inhibit our ability to respond, perform routine maintenance, provide surveillance, respond to third party damage, and perform required federal and state inspections.

### High consequence areas and integrity management

Per federal regulations, Peoples Gas denotes certain parts of the pipeline as High Consequence Areas (HCAs). These are generally places with a large number of people congregated along Peoples Gas' transmission pipeline system. In addition, Peoples Gas has an Integrity Management Program that details the safety measures required to keep our pipelines safe. These safety measures include scheduled corrosion inspections and control, leak survey, valves to isolate sections of the pipeline, and the use of leak detection equipment.

Peoples Gas is committed to safety. That's why we follow state and federal regulations, as well as perform extensive quality control checks. We also work to educate residents about how to recognize and prevent natural gas leaks.

### Prevent damage to pipelines

Florida law requires anyone working on a project that involves digging of any kind- whether they own the property where the digging is taking place or not- to call **8-1-1** two full business days before digging starts. Trained professionals will visit the property where digging will happen to locate and mark all underground utility lines. The service is free and the message is simple: Call before you dig. For more information, visit [sunshine811.com](http://sunshine811.com).



### Learn more

Visit [npsms.phmsa.dot.gov](http://npsms.phmsa.dot.gov) for information on pipeline operators in your area. For additional information about natural gas safety, visit [peoplesgas.com/safety](http://peoplesgas.com/safety) or call **877-832-6747 (877-TECO PGS)**.

## Frequently Asked Questions

### Is a deposit required for natural gas service?

Yes, a deposit equal to an estimated average bill for two months is required for metered gas service. An additional deposit may be necessary if actual usage exceeds the initial estimate. Interest is paid on all deposits held more than six months and will appear as a credit on your August bill each year.

### Are deposits refunded?

Residential natural gas deposits are refunded with interest after a 23-month record of continuous gas service and good payment (no more than one late payment in 12 months and no returned checks). Commercial account deposits are non-refundable as long as gas service is in place, regardless of payment record.

Residential and commercial deposits are refunded when service is discontinued and all outstanding charges have been settled, usually within seven to 10 working days. If a customer does not maintain a good payment record, a new deposit will be required.

### What happens if my check is returned for insufficient funds?

A minimum of \$25 is charged on all returned checks.

### If my gas stops suddenly, how can I have it restored?

Check your meter first. Sometimes work is being done on your service line or the gas main in your neighborhood, and you will find a red tag on the valve. It is also possible that your service was turned off for nonpayment of your bill. Call a Peoples Gas Customer Service Professional for additional help.

If your service is off because of Peoples Gas system repairs, we will send a service person to your home as soon as possible to restore your service at no charge. Do not attempt to turn on the gas yourself. The service representative will check your piping and appliances to ensure that everything is safe before the meter is turned back on.

If your service has been discontinued for nonpayment, you will need to make payment of the past due amount plus a reconnection charge.

### Can you notify me if an elderly or disabled relative or friend forgets to pay their bill on time?

Peoples Gas offers a special third party notification system to assist people who may need a reminder to pay their monthly bill. For these people, we will notify a third party (usually a friend or relative) when service will be disconnected because of nonpayment. This notice allows the third party to offer advice or assistance to the customer.

The third party is not responsible in any way for payment of the bill. Because customer records are confidential, both the customer and the third party must agree to the notification system. For more information, call Peoples Gas toll-free at **877 TECO PGS (877-832-6747)**.

### How do I start or terminate service at another address?

Call Peoples Gas. A Customer Service Professional will ask you for some basic required information, such as your Social Security Number and the exact date you want to start or stop service. Or, visit our Web site **peoplesgas.com**, and set up, transfer or discontinue gas service.

Remember that you maintain responsibility for the account until it has been taken out of your name. Once terminated, a final meter reading will be taken, and you will receive a final bill or we will mail a deposit refund to you for funds remaining in your deposit after the final charges have been settled.

## Appliance Sales and Service

Peoples Gas does not sell, service, install or repair gas appliances, but can provide you with a list of licensed independent contractors who perform this work in your area.

Any contractor names provided by Peoples Gas are provided for customer convenience only, and should not be considered an endorsement of any specific service provider. You may find other licensed contractors in your local phone directory. None of the contractors named by Peoples Gas are affiliated with Peoples Gas, and Peoples Gas makes no representation or warranty regarding the specific qualifications, quality of work or performance of any contractor.



As always, Peoples Gas team members will continue to establish new gas service accounts, answer any questions you have regarding your service and respond to emergency calls.

Call Peoples Gas at **877 TECO PGS (877-832-6747)** for a list of licensed contractors nearest you, or visit **peoplesgas.com**.

## Enjoy Using Natural Gas

Natural gas is the one energy source that is efficient, carbon-friendly, domestic and economical. And, it's at work in homes and businesses across Florida.

Look to natural gas for home heating, hot water, cooking and clothes drying – even everyday luxuries like spa and pool heating, outdoor lighting and indoor or outdoor fireplaces – all while saving up to 60 percent on certain energy costs and reducing greenhouse gas emissions up to 70 percent.

Peoples Gas is safely and reliably delivering natural gas across Florida. We offer cash-back rebates of up to \$1,750 toward the purchase and installation of natural gas water heaters, furnaces, ranges and dryers.

Visit [peoplesgas.com/residential/conserveandsave](http://peoplesgas.com/residential/conserveandsave) for more information or call 877 TECO PGS (877-832-6747).

**TECO**  
PEOPLES GAS

Search site with Google...

Select Language |

Residential Business Company Connect to Us

### Sign up for e-Bill

It's free. It's safe. It's paperless.

#### Cash-back rebates

Up to \$1750 for home and more for business.

#### Sign up for e-Bill

It's easy. It's free. It's safe. It's paperless.

#### Report Gas Leaks

Report gas leaks  
If you smell the rotten egg odor of natural gas...

#### Natural gas vehicles

Personal and fleet vehicles fueled by clean, efficient natural gas.

#### Residential

- [Residential Highlights](#)
- [Pay Your Bill](#)
- [Your Account](#)
- [Payment Support](#)
- [Services](#)
- [Conserve & Save](#)
- [Safety](#)

#### Business

- [Business Highlights](#)
- [Pay Your Bill](#)
- [Your Account](#)
- [Payment Support](#)
- [Services](#)
- [Conserve & Save](#)

#### Company

- [Company Highlights](#)
- [About Us](#)
- [Our Gas System](#)
- [Media Center](#)
- [Careers](#)
- [Environment](#)
- [Natural Gas Vehicles](#)

#### Connect to Us

- [Contact Us](#)
- [The Natural Gas Blog](#)



**Warmer water year round**



**Continuous hot water on demand**



**Shorter drying times**



**Comfort and efficiency**



**Precise temperature control**

# Report Gas Leaks at Once!

If you smell gas – anytime, anywhere – inside or outside your home or business, leave immediately and call Peoples Gas toll-free from the nearest telephone:

**877-TECO PGS**  
**(877-832-6747)**

Call 24-hours a day, seven days a week.

**LIFE RUNS ON ENERGY®**



Visit [peoplesgas.com](http://peoplesgas.com) for more information  
or call **877 TECO PGS (877-832-6747)**.