

Peoples Natural Gas Company LLC
§ 53.53 III.E

12. Provide a schedule showing residential and commercial heating sales by unit (MCF) per month and degree days for the test year and three preceding twelve month periods.

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Refer to page 2 of this response for Peoples Division, page 3 of this response for Equitable Division, and page 4 of this response for the combined version.

Peoples Natural Gas Company LLC
Peoples Division
Degree Day Data with Residential & Commercial Heating Volumes

<u>Period</u>	<u>Degree Days*</u> (1)	<u>Residential Heating Sales In Mcf</u> (2)	<u>Commercial Heating Sales In Mcf</u> (3)	<u>Total Heating Sales In Mcf</u> (4) = (2) + (3)
Oct-17	247	748,032	555,528	1,303,560
Nov-17	683	2,496,597	1,297,086	3,793,683
Dec-17	1,057	4,118,352	2,117,720	6,236,072
Jan-18	1,217	7,214,299	3,638,486	10,852,784
Feb-18	731	4,949,804	2,704,686	7,654,490
Mar-18	926	4,199,398	2,279,885	6,479,283
Apr-18	564	4,017,678	2,241,120	6,258,798
May-18	20	1,866,134	1,160,375	3,026,509
Jun-18	19	729,737	561,758	1,291,495
Jul-18	0	516,982	425,838	942,820
Aug-18	1	528,126	525,718	1,053,844
Sep-18	45	436,424	333,603	770,027
HTY Total	5,510	31,821,562	17,841,801	49,663,363
Jan-17	935	5,390,794	2,640,114	8,030,908
Feb-17	675	4,431,573	2,403,374	6,834,947
Mar-17	773	4,378,224	2,335,480	6,713,704
Apr-17	248	2,384,585	1,431,541	3,816,126
May-17	175	1,408,384	881,987	2,290,370
Jun-17	26	786,682	627,815	1,414,498
Jul-17	0	528,562	468,312	996,874
Aug-17	5	541,679	396,195	937,874
Sep-17	68	608,125	493,843	1,101,968
Oct-17	247	748,032	555,528	1,303,560
Nov-17	683	2,496,597	1,297,086	3,793,683
Dec-17	1,057	4,118,352	2,117,720	6,236,072
2017 Total	4,892	27,821,590	15,648,994	43,470,584
Jan-16	1,178	4,454,948	2,140,796	6,595,744
Feb-16	905	5,727,506	2,997,460	8,724,966
Mar-16	520	4,194,600	2,312,549	6,507,149
Apr-16	399	2,641,656	1,486,049	4,127,705
May-16	193	1,495,073	976,267	2,471,339
Jun-16	14	841,734	604,385	1,446,119
Jul-16	1	504,150	393,134	897,284
Aug-16	0	536,831	417,512	954,343
Sep-16	15	477,243	395,715	872,958
Oct-16	276	832,353	544,254	1,376,607
Nov-16	555	1,861,192	1,050,118	2,911,309
Dec-16	969	4,214,254	2,154,291	6,368,545
2016 Total	5,025	27,781,539	15,472,529	43,254,068
Jan-15	1,222	5,922,145	2,879,700	8,801,845
Feb-15	1,299	5,911,925	3,000,112	8,912,038
Mar-15	898	6,376,651	3,284,728	9,661,379
Apr-15	359	3,229,868	1,844,186	5,074,054
May-15	139	1,451,658	871,658	2,323,315
Jun-15	22	816,471	542,388	1,358,859
Jul-15	0	593,670	434,067	1,027,737
Aug-15	6	514,282	385,587	899,868
Sep-15	25	503,446	396,286	899,731
Oct-15	334	1,006,888	642,160	1,649,048
Nov-15	489	1,757,644	952,776	2,710,420
Dec-15	629	3,256,834	1,682,836	4,939,670
2015 Total	5,422	31,341,481	16,916,484	48,257,965

*As measured at Greater Pittsburgh International Airport

Peoples Natural Gas Company LLC
Equitable Division
Degree Day Data with Residential & Commercial Heating Volumes

Period	Degree Days* (1)	Residential	Commercial	Total
		Heating Sales In Mcf (2)	Heating Sales In Mcf (3)	Heating Sales In Mcf (4) = (2) + (3)
Oct-17	247	464,940	427,780	892,719
Nov-17	683	1,581,885	892,937	2,474,822
Dec-17	1,057	3,039,539	1,651,594	4,691,133
Jan-18	1,217	5,419,810	2,509,540	7,929,350
Feb-18	731	3,738,050	2,174,699	5,912,749
Mar-18	926	3,024,414	1,646,708	4,671,122
Apr-18	564	2,961,988	1,672,798	4,634,787
May-18	20	1,220,729	879,847	2,100,577
Jun-18	19	404,704	407,418	812,122
Jul-18	0	348,478	363,317	711,794
Aug-18	1	346,217	375,661	721,878
Sep-18	45	313,744	326,313	640,057
HTY Total	5,510	22,864,497	13,328,612	36,193,109
Jan-17	935	3,822,010	1,984,621	5,806,631
Feb-17	675	3,343,724	1,907,846	5,251,569
Mar-17	773	2,925,852	1,855,918	4,781,770
Apr-17	248	1,794,460	1,060,580	2,855,040
May-17	175	889,232	698,646	1,587,878
Jun-17	26	509,311	636,012	1,145,322
Jul-17	0	370,525	343,744	714,269
Aug-17	5	356,666	363,873	720,539
Sep-17	68	369,177	448,815	817,993
Oct-17	247	464,940	427,780	892,719
Nov-17	683	1,581,885	892,937	2,474,822
Dec-17	1,057	3,039,539	1,651,594	4,691,133
2017 Total	4,892	19,467,320	12,272,365	31,739,685
Jan-16	1,178	3,660,538	1,648,319	5,308,856
Feb-16	905	4,073,700	2,217,185	6,290,885
Mar-16	520	2,788,196	1,793,240	4,581,435
Apr-16	399	1,916,919	1,183,479	3,100,398
May-16	193	932,541	833,749	1,766,290
Jun-16	14	557,474	555,731	1,113,205
Jul-16	1	366,841	365,902	732,743
Aug-16	0	331,667	430,278	761,945
Sep-16	15	330,919	298,401	629,319
Oct-16	276	468,201	430,770	898,972
Nov-16	555	1,332,156	741,257	2,073,413
Dec-16	969	3,141,404	1,465,699	4,607,103
2016 Total	5,025	19,900,554	11,964,010	31,864,564
Jan-15	1,222			
Feb-15	1,299			
Mar-15	898			
Apr-15	359			
May-15	139			
Jun-15	22			
Jul-15	0	383,178	166,046	549,225
Aug-15	6	344,664	340,247	684,911
Sep-15	25	345,925	329,396	675,321
Oct-15	334	621,879	504,391	1,126,270
Nov-15	489	1,166,775	753,387	1,920,162
Dec-15	629	2,187,965	1,135,935	3,323,900
2015 Total	5,422	5,050,387	3,229,402	8,279,789

*As measured at Greater Pittsburgh International Airport

**2015 volumes reflect volumes since the time of conversion to Peoples' billing system. Data prior to the conversion is unavailable in the required format and is not reflective of post-conversion volumes.

Peoples Natural Gas Company LLC
Combined
Degree Day Data with Residential & Commercial Heating Volumes

<u>Period</u>	<u>Degree Days*</u> (1)	<u>Residential Heating Sales In Mcf</u> (2)	<u>Commercial Heating Sales In Mcf</u> (3)	<u>Total Heating Sales In Mcf</u> (4) = (2) + (3)
Oct-17	247	1,212,971	983,308	2,196,279
Nov-17	683	4,078,482	2,190,022	6,268,505
Dec-17	1,057	7,157,891	3,769,314	10,927,205
Jan-18	1,217	12,634,108	6,148,026	18,782,134
Feb-18	731	8,687,854	4,879,385	13,567,239
Mar-18	926	7,223,812	3,926,592	11,150,405
Apr-18	564	6,979,666	3,913,919	10,893,584
May-18	20	3,086,864	2,040,222	5,127,086
Jun-18	19	1,134,441	969,176	2,103,617
Jul-18	0	865,460	789,154	1,654,614
Aug-18	1	874,342	901,379	1,775,721
Sep-18	45	750,168	659,916	1,410,084
Total	5,510	54,686,059	31,170,413	85,856,473
Jan-17	935	9,212,804	4,624,735	13,837,539
Feb-17	675	7,775,297	4,311,219	12,086,516
Mar-17	773	7,304,076	4,191,398	11,495,474
Apr-17	248	4,179,045	2,492,121	6,671,167
May-17	175	2,297,616	1,580,632	3,878,248
Jun-17	26	1,295,993	1,263,827	2,559,820
Jul-17	0	899,087	812,056	1,711,142
Aug-17	5	898,346	760,068	1,658,413
Sep-17	68	977,303	942,658	1,919,961
Oct-17	247	1,212,971	983,308	2,196,279
Nov-17	683	4,078,482	2,190,022	6,268,505
Dec-17	1,057	7,157,891	3,769,314	10,927,205
Total	4,892	47,288,911	27,921,358	75,210,269
Jan-16	1,178	8,115,486	3,789,115	11,904,601
Feb-16	905	9,801,206	5,214,645	15,015,851
Mar-16	520	6,982,796	4,105,789	11,088,584
Apr-16	399	4,558,575	2,669,528	7,228,103
May-16	193	2,427,614	1,810,016	4,237,630
Jun-16	14	1,399,208	1,160,115	2,559,324
Jul-16	1	870,991	759,036	1,630,027
Aug-16	0	868,497	847,790	1,716,288
Sep-16	15	808,161	694,116	1,502,277
Oct-16	276	1,300,554	975,025	2,275,579
Nov-16	555	3,193,347	1,791,375	4,984,722
Dec-16	969	7,355,657	3,619,990	10,975,647
Total	5,025	47,682,093	27,436,538	75,118,631
Jan-15	1,222	5,922,145	2,879,700	8,801,845
Feb-15	1,299	5,911,925	3,000,112	8,912,038
Mar-15	898	6,376,651	3,284,728	9,661,379
Apr-15	359	3,229,868	1,844,186	5,074,054
May-15	139	1,451,658	871,658	2,323,315
Jun-15	22	816,471	542,388	1,358,859
Jul-15	0	976,848	600,114	1,576,962
Aug-15	6	858,946	725,834	1,584,780
Sep-15	25	849,371	725,682	1,575,053
Oct-15	334	1,628,767	1,146,551	2,775,318
Nov-15	489	2,924,419	1,706,163	4,630,582
Dec-15	629	5,444,800	2,818,771	8,263,570
2015 Total**	5,422	36,391,868	20,145,886	56,537,754

*As measured at Greater Pittsburgh International Airport

**2015 volumes reflect volumes since the time of conversion to Peoples' billing system. Data prior to the conversion is unavailable in the required format and is not reflective of post-conversion volumes.

Peoples Natural Gas Company LLC
§ 53.53 III.E

19. Provide growth patterns of usage and customer numbers per rate class, using historical and projected data.

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Refer to pages 2-12 of this response. Pages 2-7 provide the data for Peoples Division. Pages 8-12 provide the data for Equitable Division.

For Equitable Division, the information is presented from 2015 forward. Equitable Division was converted to the SAP billing system in July 2015. Data prior to the conversion is unavailable in the required format and is not consistent with post-conversion customer classifications.

Peoples Natural Gas Company LLC
Peoples Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2015

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2014	330,326	814	296	1,109	3.36	27,951	211	476	687	24.56	203	8	1,541	1,549	7,632.11
2	November	331,613	1,402	511	1,913	5.77	28,069	325	680	1,006	35.83	201	9	1,613	1,622	8,070.69
3	December	332,342	3,542	1,288	4,831	14.54	28,129	863	1,542	2,405	85.50	202	17	1,920	1,937	9,589.36
4	January 2015	332,820	4,366	1,573	5,938	17.84	28,169	1,100	1,854	2,954	104.86	202	20	1,840	1,861	9,212.38
5	February	333,128	4,387	1,541	5,927	17.79	28,184	1,109	1,976	3,085	109.46	202	23	2,228	2,251	11,144.10
6	March	333,005	4,734	1,659	6,394	19.20	28,154	1,229	2,151	3,380	120.07	203	26	2,341	2,367	11,661.52
7	April	332,372	2,393	845	3,238	9.74	28,091	642	1,262	1,904	67.77	203	19	2,025	2,044	10,068.04
8	May	330,583	1,072	383	1,455	4.40	27,985	273	627	900	32.16	203	7	1,673	1,680	8,274.81
9	June	329,863	603	215	819	2.48	27,920	163	397	560	20.06	203	4	1,533	1,538	7,574.61
10	July	335,480	443	153	596	1.78	28,034	134	315	450	16.04	203	4	1,466	1,470	7,242.20
11	August	329,180	383	133	516	1.57	27,829	114	284	398	14.31	202	4	1,420	1,424	7,051.73
12	September 2015	329,396	375	130	505	1.53	27,836	117	295	412	14.79	201	5	1,229	1,233	6,136.16
13																
14	Total or Average	331,676	24,514	8,727	33,241	100.22	28,029	6,282	11,858	18,140	647.17	202	147	20,830	20,977	103,675.96
15																
16	Heating Season		18,431	6,572	25,003	75		4,627	8,203	12,830	458		96	9,943	10,039	49,614
17	(November - March)															
18	Non-Heating Season		6,083	2,155	8,238	25		1,655	3,655	5,310	189		51	10,887	10,939	54,062
19	(April - October)															
20	Daily Average = Total/365		67	24	91			17	32	50			0	57	57	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
 Peoples Division
 Analysis of Average Monthly Consumption
 Twelve Months Ended September 30, 2016

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2015	331,311	747	263	1,010	3.05	27,959	206	461	667	23.84	200	5	1,540	1,545	7,725.88
2	November	332,173	1,300	461	1,761	5.30	28,029	310	680	990	35.31	200	5	2,393	2,397	11,986.99
3	December	333,019	2,408	854	3,262	9.80	28,108	571	1,167	1,738	61.82	198	8	2,126	2,133	10,773.53
4	January 2016	333,399	3,285	1,176	4,462	13.38	28,156	781	1,413	2,194	77.92	200	9	1,671	1,679	8,396.87
5	February	333,806	4,238	1,497	5,735	17.18	28,175	1,077	1,987	3,064	108.76	201	16	1,964	1,980	9,852.84
6	March	333,885	3,121	1,079	4,200	12.58	28,156	816	1,550	2,366	84.04	201	12	1,779	1,791	8,910.77
7	April	333,588	1,962	683	2,644	7.93	28,159	483	1,052	1,535	54.51	201	11	1,517	1,528	7,600.88
8	May	332,059	1,112	385	1,498	4.51	28,103	294	722	1,016	36.16	226	6	1,353	1,360	6,015.93
9	June	331,318	629	240	869	2.62	28,071	163	452	615	21.91	232	5	1,254	1,259	5,425.25
10	July	331,055	377	129	506	1.53	28,016	110	320	430	15.34	232	4	1,148	1,152	4,967.66
11	August	331,011	405	133	538	1.63	27,939	123	328	452	16.16	233	3	1,124	1,128	4,839.33
12	September 2016	331,438	360	119	479	1.45	27,937	114	321	435	15.57	234	3	1,339	1,342	5,735.37
13																
14	Total or Average	332,339	19,945	7,018	26,964	81.13	28,067	5,048	10,452	15,500	552.26	213	87	19,208	19,295	90,514.91
15																
16	Heating Season		14,353	5,067	19,420	58		3,555	6,797	10,352	369		49	9,932	9,981	46,824
17	(November - March)															
18	Non-Heating Season		5,593	1,951	7,544	23		1,493	3,655	5,149	183		38	9,276	9,313	43,690
19	(April - October)															
20	Daily Average = Total/366		55	19	74			14	29	42			0	53	53	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Peoples Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2017

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2016	332,221	625	208	833	2.51	28,014	180	412	592	21.12	255	3	1,142	1,146	4,492.84
2	November	333,603	1,395	469	1,864	5.59	28,146	342	756	1,097	38.99	252	6	2,029	2,035	8,077.35
3	December	334,754	3,153	1,065	4,219	12.60	28,223	748	1,464	2,212	78.37	254	13	1,636	1,649	6,491.84
4	January 2017	334,732	4,036	1,360	5,396	16.12	28,199	958	1,747	2,706	95.95	254	10	1,745	1,755	6,909.93
5	February	334,928	3,326	1,109	4,436	13.24	28,195	837	1,634	2,470	87.62	256	15	1,885	1,901	7,423.84
6	March	335,307	3,292	1,091	4,383	13.07	28,215	849	1,541	2,390	84.72	255	22	1,610	1,631	6,397.70
7	April	334,266	1,799	589	2,388	7.14	28,121	430	1,057	1,488	52.90	255	22	1,719	1,741	6,825.92
8	May	333,083	1,056	355	1,411	4.24	28,047	278	646	924	32.94	255	5	1,421	1,426	5,590.54
9	June	332,534	590	199	789	2.37	27,992	157	513	670	23.93	253	5	835	840	3,319.03
10	July	331,893	396	133	530	1.60	27,932	119	387	506	18.11	253	3	1,816	1,818	7,187.42
11	August	330,965	410	133	543	1.64	27,889	127	310	437	15.66	251	3	1,140	1,143	4,553.90
12	September 2017	331,285	460	150	610	1.84	27,893	143	391	534	19.13	250	6	1,315	1,321	5,282.78
13																
14	Total or Average	333,298	20,537	6,863	27,400	82.21	28,072	5,167	10,858	16,025	570.85	254	112	18,293	18,405	72,580.42
15																
16	Heating Season		15,202	5,094	20,297	61		3,734	7,142	10,876	387		67	8,905	8,971	35,379
17	(November - March)															
18	Non-Heating Season		5,335	1,769	7,104	21		1,433	3,716	5,149	183		46	9,388	9,434	37,202
19	(April - October)															
20	Daily Average = Total/365		56	19	75			14	30	44			0	50	50	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Peoples Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2018

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average
			MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust
1	October 2017	332,089	571	179	750	2.26	27,935	166	432	598	21.39	248	3	1,220	1,223	4,932.11
2	November	331,136	1,879	620	2,499	7.55	27,891	458	885	1,344	48.17	246	8	1,426	1,433	5,827.15
3	December	332,028	3,110	1,013	4,122	12.42	27,918	727	1,421	2,148	76.94	246	14	1,674	1,688	6,860.92
4	January 2018	332,303	5,453	1,768	7,221	21.73	27,965	1,279	2,409	3,688	131.87	245	21	1,864	1,885	7,694.77
5	February	331,945	3,739	1,214	4,954	14.92	27,985	888	1,868	2,756	98.47	245	22	2,038	2,060	8,406.46
6	March	331,455	3,178	1,025	4,204	12.68	27,940	763	1,548	2,311	82.72	246	22	1,660	1,682	6,835.41
7	April	333,263	3,047	974	4,022	12.07	28,023	667	1,648	2,315	82.62	247	23	1,884	1,907	7,720.48
8	May	332,959	1,413	455	1,869	5.61	28,003	319	903	1,221	43.61	247	46	1,573	1,618	6,552.48
9	June	332,536	557	175	731	2.20	27,919	144	471	615	22.03	248	(16)	1,455	1,440	5,805.54
10	July	331,210	399	120	518	1.57	27,859	94	380	475	17.04	245	6	1,325	1,331	5,431.59
11	August	332,553	409	121	530	1.59	27,862	124	449	573	20.58	245	7	1,330	1,337	5,455.68
12	September 2018	331,949	336	101	438	1.32	27,801	84	296	380	13.67	245	6	1,133	1,139	4,649.93
13																
14	Total or Average	332,119	24,091	7,766	31,858	95.92	27,925	5,714	12,710	18,424	659.75	246	161	18,581	18,743	76,163.45
15																
16	Heating Season		17,360	5,640	23,000	69		4,116	8,131	12,246	439		87	8,661	8,748	35,547
17	(November - March)															
18	Non-Heating Season		6,731	2,126	8,857	27		1,598	4,580	6,177	221		75	9,920	9,995	40,616
19	(April - October)															
20	Daily Average = Total/365		66	21	87			16	35	50			0	51	51	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
 Peoples Division
 Analysis of Average Monthly Consumption
 Twelve Months Ended September 30, 2019

Line No.	Period	Residential					Commercial					Industrial					
		Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	
			MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust	
1	October	2018	330,860	1,576	491	2,067	6.25	27,932	376	893	1,269	45.43	247	14	1,434	1,447	5,868.12
2	November		334,189	2,451	763	3,214	9.62	28,190	583	1,348	1,932	68.53	246	21	1,698	1,718	6,993.60
3	December		335,613	3,535	1,100	4,635	13.81	28,284	840	1,906	2,746	97.10	247	24	1,870	1,894	7,676.83
4	January	2019	336,780	3,967	1,234	5,201	15.44	28,398	955	2,113	3,068	108.05	245	26	2,031	2,057	8,407.06
5	February		336,469	3,405	1,060	4,465	13.27	28,395	818	1,748	2,565	90.35	246	19	1,652	1,671	6,800.35
6	March		331,010	2,841	884	3,725	11.25	27,953	685	1,628	2,313	82.74	245	21	1,883	1,904	7,782.63
7	April		337,263	1,618	504	2,122	6.29	28,359	391	1,014	1,406	49.57	248	14	1,625	1,640	6,620.95
8	May		333,491	931	290	1,220	3.66	28,082	225	612	837	29.82	248	8	1,417	1,425	5,752.74
9	June		327,854	492	153	645	1.97	27,783	121	421	541	19.49	248	7	1,338	1,345	5,430.55
10	July		333,399	425	132	558	1.67	28,066	105	378	482	17.18	247	6	1,248	1,254	5,084.18
11	August		333,093	432	134	566	1.70	28,046	106	394	500	17.84	244	7	1,283	1,290	5,292.09
12	September	2019	322,675	633	197	829	2.57	26,982	154	473	626	23.21	246	6	1,448	1,455	5,921.42
13																	
14	Total or Average		332,725	22,306	6,941	29,247	87.90	28,039	5,359	12,928	18,287	652.20	246	174	18,925	19,099	77,610.68
15																	
16	Heating Season			16,199	5,041	21,240	64		3,881	8,743	12,625	450	111	9,133	9,243	37,562	
17	(November - March)																
18	Non-Heating Season			6,106	1,900	8,007	24		1,477	4,185	5,662	202	63	9,792	9,855	40,049	
19	(April - October)																
20	Daily Average = Total/365			61	19	80			15	35	50		0	52	52		

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Peoples Division
Analysis of Average Monthly Consumption
Twelve Months Ended October 31, 2020

Line No.	Period	Residential					Commercial					Industrial					
		Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	
			MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust	
1	November	2019	331,163	2,427	754	3,182	9.61	27,989	586	1,348	1,934	69.12	247	21	1,698	1,718	6,965.25
2	December		334,492	3,498	1,087	4,585	13.71	28,247	844	1,906	2,750	97.36	246	24	1,870	1,894	7,708.08
3	January	2020	335,916	3,924	1,220	5,144	15.31	28,341	959	2,113	3,072	108.41	247	26	2,031	2,057	8,338.89
4	February		337,083	3,369	1,047	4,416	13.10	28,455	821	1,748	2,569	90.28	245	19	1,652	1,671	6,828.14
5	March		336,772	2,812	874	3,686	10.94	28,452	688	1,628	2,316	81.40	246	21	1,883	1,904	7,750.95
6	April		331,313	1,604	498	2,102	6.34	28,010	393	1,014	1,407	50.25	245	14	1,625	1,640	6,702.14
7	May		337,566	925	287	1,212	3.59	28,416	226	612	838	29.50	248	8	1,417	1,425	5,752.74
8	June		333,794	491	153	644	1.93	28,139	121	421	542	19.26	248	7	1,338	1,345	5,430.55
9	July		328,157	426	132	558	1.70	27,840	105	378	483	17.34	248	6	1,248	1,254	5,063.65
10	August		333,702	432	134	566	1.70	28,123	107	394	501	17.81	247	7	1,283	1,290	5,227.73
11	September		333,396	630	196	826	2.48	28,103	154	473	627	22.31	244	6	1,448	1,455	5,970.03
12	October	2020	323,281	1,548	481	2,029	6.28	27,095	377	893	1,271	46.90	246	14	1,434	1,447	5,892.01
13																	
14	Total or Average		333,053	22,086	6,864	28,950	86.92	28,100	5,383	12,928	18,311	651.62	246	174	18,925	19,099	77,610.68
15																	
16	Heating Season			16,030	4,982	21,012	63		3,899	8,743	12,642	450		111	9,133	9,243	37,562
17	(November - March)																
18	Non-Heating Season			6,055	1,882	7,937	24		1,484	4,185	5,669	202		63	9,792	9,855	40,049
19	(April - October)																
20	Daily Average = Total/365			61	19	79			15	35	50			0	52	52	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Equitable Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2016

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2015	244,922	577	46	623	2.54	18,054	115	394	509	28.19	152	1	1,018	1,019	6,704.27
2	November	245,433	1,082	86	1,168	4.76	17,946	202	555	758	42.21	153	2	801	803	5,249.63
3	December	246,105	2,027	163	2,190	8.90	18,023	390	751	1,141	63.32	157	5	742	747	4,759.86
4	January 2016	246,350	3,398	265	3,663	14.87	18,042	659	995	1,654	91.69	162	15	841	856	5,283.41
5	February	246,593	3,776	300	4,076	16.53	18,049	766	1,456	2,223	123.15	158	17	1,386	1,403	8,882.79
6	March	246,561	2,583	207	2,790	11.32	18,060	528	1,270	1,798	99.58	154	(2)	1,555	1,553	10,083.71
7	April	246,447	1,775	144	1,918	7.78	18,062	344	844	1,188	65.80	154	5	1,411	1,416	9,197.81
8	May	245,716	864	69	934	3.80	18,007	179	659	838	46.55	153	3	1,305	1,309	8,553.95
9	June	244,996	516	42	559	2.28	17,958	123	439	561	31.25	153	2	1,226	1,228	8,026.23
10	July	244,393	341	27	368	1.50	17,936	86	285	371	20.68	153	1	1,068	1,070	6,992.51
11	August	244,228	308	24	332	1.36	17,925	80	355	435	24.24	153	3	1,491	1,494	9,762.92
12	September 2016	244,426	308	23	332	1.36	17,925	77	226	303	16.90	154	1	1,140	1,142	7,412.47
13																
14	Total or Average	245,514	17,556	1,396	18,952	77.19	17,999	3,550	8,229	11,780	654.47	155	55	13,985	14,040	90,776.88
15																
16	Heating Season		12,865	1,021	13,886	57		2,546	5,028	7,574	421		38	5,325	5,363	34,673
17	(November - March)															
18	Non-Heating Season		4,690	375	5,066	21		1,004	3,202	4,205	234		17	8,660	8,677	56,104
19	(April - October)															
20	Daily Average = Total/366		48	4	52			10	23	32			0	38	38	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Equitable Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2017

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2016	245,036	435	34	469	1.91	17,974	97	337	434	24.16	151	3	964	967	6,400.68
2	November	246,199	1,237	97	1,333	5.42	18,060	224	522	745	41.27	150	4	855	859	5,724.01
3	December	247,126	2,911	232	3,143	12.72	18,128	547	923	1,471	81.12	151	11	1,071	1,082	7,165.36
4	January 2017	247,141	3,537	287	3,824	15.47	18,128	712	1,278	1,990	109.76	152	16	1,458	1,473	9,692.66
5	February	247,288	3,092	253	3,346	13.53	18,129	629	1,284	1,913	105.52	153	15	1,493	1,507	9,852.85
6	March	247,564	2,705	223	2,927	11.83	18,136	574	1,287	1,861	102.62	152	18	1,466	1,484	9,764.60
7	April	246,886	1,658	138	1,796	7.27	18,069	319	746	1,065	58.92	152	6	1,152	1,158	7,618.65
8	May	246,005	817	74	890	3.62	18,024	163	540	703	39.00	153	7	1,047	1,053	6,885.28
9	June	245,725	469	41	510	2.08	17,986	122	520	642	35.68	154	7	1,373	1,381	8,966.47
10	July	244,845	342	30	371	1.52	17,939	84	264	348	19.42	153	3	1,033	1,036	6,769.79
11	August	243,639	329	28	358	1.47	17,900	87	281	369	20.59	153	5	1,210	1,215	7,940.69
12	September 2017	244,041	341	29	370	1.52	17,870	91	363	454	25.41	152	5	1,072	1,077	7,084.52
13																
14	Total or Average	245,958	17,872	1,466	19,338	78.62	18,029	3,650	8,345	11,994	665.29	152	100	14,192	14,292	93,922.89
15																
16	Heating Season		13,482	1,092	14,573	59		2,686	5,294	7,980	443		64	6,342	6,406	42,096
17	(November - March)															
18	Non-Heating Season		4,390	374	4,764	19		964	3,051	4,014	223		36	7,850	7,886	51,827
19	(April - October)															
20	Daily Average = Total/365		49	4	53			10	23	33			0	39	39	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
 Equitable Division
 Analysis of Average Monthly Consumption
 Twelve Months Ended September 30, 2018

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust	Total Customers	Sales Volume MMcf	Trans Volume MMcf	Through-put MMcf	Average Mcf/Cust
1	October 2017	245,640	429	37	466	1.90	17,936	101	330	432	24.08	151	7	827	833	5,518.84
2	November	243,901	1,459	124	1,583	6.49	17,891	294	603	897	50.15	152	9	870	879	5,780.99
3	December	247,769	2,798	243	3,041	12.27	18,114	569	1,087	1,657	91.47	151	12	1,181	1,193	7,901.94
4	January 2018	247,882	4,969	454	5,422	21.87	18,134	969	1,563	2,532	139.63	150	19	1,340	1,358	9,056.52
5	February	248,061	3,427	313	3,740	15.08	18,119	691	1,507	2,198	121.31	150	13	1,876	1,889	12,594.16
6	March	248,283	2,776	250	3,026	12.19	18,105	570	1,097	1,667	92.09	148	12	1,394	1,407	9,503.81
7	April	247,721	2,714	249	2,964	11.96	18,059	549	1,144	1,693	93.75	148	14	1,509	1,522	10,286.29
8	May	246,572	1,113	109	1,222	4.96	18,005	216	686	902	50.12	148	7	1,328	1,335	9,020.72
9	June	245,907	370	35	406	1.65	17,941	91	337	428	23.87	147	6	1,258	1,263	8,593.72
10	July	245,437	318	31	349	1.42	17,873	77	306	383	21.45	147	4	1,164	1,167	7,940.62
11	August	245,539	316	31	347	1.41	17,865	76	320	396	22.19	149	6	1,264	1,270	8,525.64
12	September 2018	245,030	286	29	314	1.28	17,835	70	276	346	19.42	148	3	1,097	1,100	7,433.02
13																
14	Total or Average	246,478	20,976	1,904	22,880	92.83	17,990	4,275	9,258	13,533	752.26	149	111	15,107	15,218	102,075.82
15																
16	Heating Season		15,429	1,383	16,813	68		3,093	5,858	8,951	498		65	6,661	6,726	45,116
17	(November - March)															
18	Non-Heating Season		5,547	521	6,068	25		1,181	3,400	4,582	255		46	8,446	8,492	56,960
19	(April - October)															
20	Daily Average = Total/365		57	5	63			12	25	37			0	41	42	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Equitable Division
Analysis of Average Monthly Consumption
Twelve Months Ended September 30, 2019

Line No.	Period	Residential					Commercial					Industrial				
		Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average	Total Customers	Sales Volume	Trans Volume	Through-put	Average
			MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust		MMcf	MMcf	MMcf	Mcf/Cust
1	October 2018	245,643	1,362	139	1,501	6.11	17,887	275	665	940	52.55	150	5	867	873	5,816.90
2	November	246,507	2,135	218	2,353	9.55	17,953	428	991	1,419	79.05	152	7	1,143	1,150	7,566.47
3	December	247,717	3,090	315	3,405	13.75	18,070	614	1,329	1,943	107.50	151	12	1,360	1,371	9,082.54
4	January 2019	248,913	3,470	354	3,824	15.36	18,131	699	1,599	2,299	126.78	151	16	1,884	1,900	12,582.74
5	February	248,549	2,977	303	3,281	13.20	18,130	597	1,278	1,875	103.43	150	15	1,404	1,419	9,457.55
6	March	248,882	2,477	252	2,729	10.97	18,115	502	1,186	1,689	93.21	150	12	1,508	1,520	10,135.82
7	April	249,257	1,399	143	1,542	6.19	18,118	288	752	1,040	57.43	148	12	1,343	1,355	9,155.19
8	May	248,226	792	81	873	3.52	18,048	164	458	622	34.45	148	8	1,262	1,270	8,579.88
9	June	247,060	406	41	448	1.81	17,908	87	327	414	23.10	147	5	1,161	1,166	7,930.99
10	July	246,735	347	35	382	1.55	17,968	75	303	378	21.05	148	4	1,231	1,235	8,345.61
11	August	246,023	352	36	388	1.58	17,859	77	298	375	21.00	146	4	1,166	1,170	8,015.34
12	September 2019	245,543	530	54	584	2.38	17,825	111	372	483	27.11	148	5	1,162	1,167	7,882.74
13																
14	Total or Average	247,421	19,340	1,971	21,311	86.13	18,001	3,918	9,558	13,476	748.65	149	107	15,489	15,596	104,611.17
15																
16	Heating Season		14,150	1,442	15,592	63		2,841	6,383	9,224	512		63	7,298	7,361	49,372
17	(November - March)															
18	Non-Heating Season		5,190	529	5,719	23		1,078	3,175	4,252	236		44	8,191	8,235	55,239
19	(April - October)															
20	Daily Average = Total/365		53	5	58			11	26	37			0	42	43	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC
Equitable Division
Analysis of Average Monthly Consumption
Twelve Months Ended October 31, 2020

Line No.	Period	Residential					Commercial					Industrial					
		Total	Sales	Trans	Through-	Average	Total	Sales	Trans	Through-	Average	Total	Sales	Trans	Through-	Average	
		Customers	Volume	Volume	put	Mcf/Cust	Customers	Volume	Volume	put	Mcf/Cust	Customers	Volume	Volume	put	Mcf/Cust	
		MMcf	MMcf	MMcf			MMcf	MMcf	MMcf			MMcf	MMcf	MMcf			
1	November	2019	246,989	2,115	215	2,330	9.44	17,948	428	991	1,419	79.06	152	7	1,143	1,150	7,566.47
2	December		248,199	3,059	311	3,371	13.58	18,065	614	1,329	1,942	107.51	151	12	1,360	1,371	9,082.54
3	January	2020	249,395	3,434	349	3,783	15.17	18,126	699	1,599	2,298	126.79	151	16	1,884	1,900	12,582.74
4	February		249,031	2,947	300	3,246	13.04	18,125	596	1,278	1,875	103.44	150	15	1,404	1,419	9,457.55
5	March		249,364	2,452	249	2,702	10.83	18,110	502	1,186	1,688	93.22	150	12	1,508	1,520	10,135.82
6	April		249,739	1,388	141	1,529	6.12	18,113	288	752	1,040	57.43	148	12	1,343	1,355	9,155.19
7	May		248,708	788	80	868	3.49	18,043	164	458	622	34.46	148	8	1,262	1,270	8,579.88
8	June		247,542	406	41	447	1.81	17,903	87	327	414	23.10	147	5	1,161	1,166	7,930.99
9	July		247,217	347	35	383	1.55	17,963	75	303	378	21.05	148	4	1,231	1,235	8,345.61
10	August		246,505	353	36	389	1.58	17,854	77	298	375	21.00	146	4	1,166	1,170	8,015.34
11	September		246,025	529	54	583	2.37	17,820	111	372	483	27.11	148	5	1,162	1,167	7,882.74
12	October	2020	246,607	1,337	136	1,473	5.97	17,877	275	665	940	52.57	150	5	867	873	5,816.90
13																	
14	Total or Average		247,943	19,155	1,948	21,103	85.11	17,996	3,916	9,558	13,474	748.75	149	107	15,489	15,596	104,611.17
15																	
16	Heating Season			14,008	1,424	15,432	62		2,839	6,383	9,222	512		63	7,298	7,361	49,372
17	(November - March)																
18	Non-Heating Season			5,148	523	5,671	23		1,077	3,175	4,252	236		44	8,191	8,235	55,239
19	(April - October)																
20	Daily Average = Total/365			52	5	58			11	26	37			0	42	43	

(1) Average sales, not weather normalized

Peoples Natural Gas Company LLC

§ 53.53 III.E

22. Provide supporting data detailing curtailment adjustments, procedures and policies.

* * * * *

No curtailment adjustments have been made for the twelve months ended September 30, 2018 (test year) and none are anticipated for the twelve months ended September 30, 2019 (future test year).

Peoples' curtailment procedures and policies are contained in Peoples' tariff which is included in its entirety at Exhibit No. 14, Schedule No. 1 (53.53 IV.B.6).

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38. Identify company's policy with respect to replacing customers lost through attrition.

* * * * *

Peoples actively seeks new business opportunities with residential, commercial and industrial developments to replace customers lost through attrition. Peoples has both Outside and Inside New Business (Sales) Departments. The Outside Sales department engages with residential developers and contractors to bring natural gas service to new and growing neighborhoods. In addition, we promote the use of additional gas appliances other than just for heat. The commercial and industrial specialists in the department assist new customers in the evaluation of the benefits and costs of natural gas in comparison to alternate fuels to encourage the use of low cost, locally produced natural gas. Our goal is to do more than simply deliver natural gas to the customer, we want to be a partner and provide Energy Solutions for them. Whether it's new construction, or a customer evaluating their energy portfolio, we are able to help identify the best solution. Our Inside Sales Department focuses on ease/convenience of applying for and receiving new service. We've recently added a new concierge service to simplify the connection process for builders and developers. This one-stop shop provides a direct phone number to one of our sales representatives. We provide personalized service and direct feedback to them resulting in a more efficient process and a better customer service experience. In addition, a recent renewed focus on temporary construction heat has resulted in a new process which has been embraced by the builder/developer community. This program, administered by our concierge service, ensures that natural gas service is available in the early stages of development. This new process ensures there are no delays in permanent service once they are ready. These programs are offered to both the commercial and residential markets. We plan to grow this market in the future.

The Company manages a robust cold weather survey process which seeks to encourage occupants of homes that do not have active natural gas service to pursue reconnection. The survey process uses multiple outreach methods including letters through US mail, phone calls to the last known phone number and in-person visits to the premises. The information provided to the former customer or current resident includes materials about available energy assistance programs and payment plans to encourage those who may have arrears to apply for service. The survey process begins in the fall and is repeated again in the winter months, resulting in numerous attempts for each contact method.

Rules and regulations regarding service application processes are detailed in the Company's tariff, which is provided as Exhibit No. 14, Schedule 1.

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39. Identify procedures developed to govern relationship between the respondent and potential customers—*i.e.*, basically expansion, alternate energy requirements, availability of supply, availability of distribution facilities, ownership of metering and related facilities.

* * * * *

Refer to page 2 of this response for the gas application that the Company requests customers complete to apply for service. Page 3 of this response is the internal service application, used to determine what is needed to service a potential new customer. Page 4 of this response is the process flow diagram describing how an application is processed.

Note: Abbreviations used in process flow diagram represent the following:

CFH - cubic feet per hour
HP - high pressure
MLX - mainline extension
SPL - split

Refer to Peoples Natural Gas - Tariff No. 45, Section 4 in the Rules and Regulations titled “Connections for Service – Extension of Facilities” and Peoples Natural Gas-Equitable Division – Tariff No. 46, Section 1.2 in the Rules and Regulations titled “Applications For Service Extension of Mains” located in Exhibit 14, Schedule 1.



Gas Service Application

The following is intended for those attempting to establish gas service at a property that has never before had service or has been disconnected from our main line **OR** to change the current load or meter requirements at an existing location.

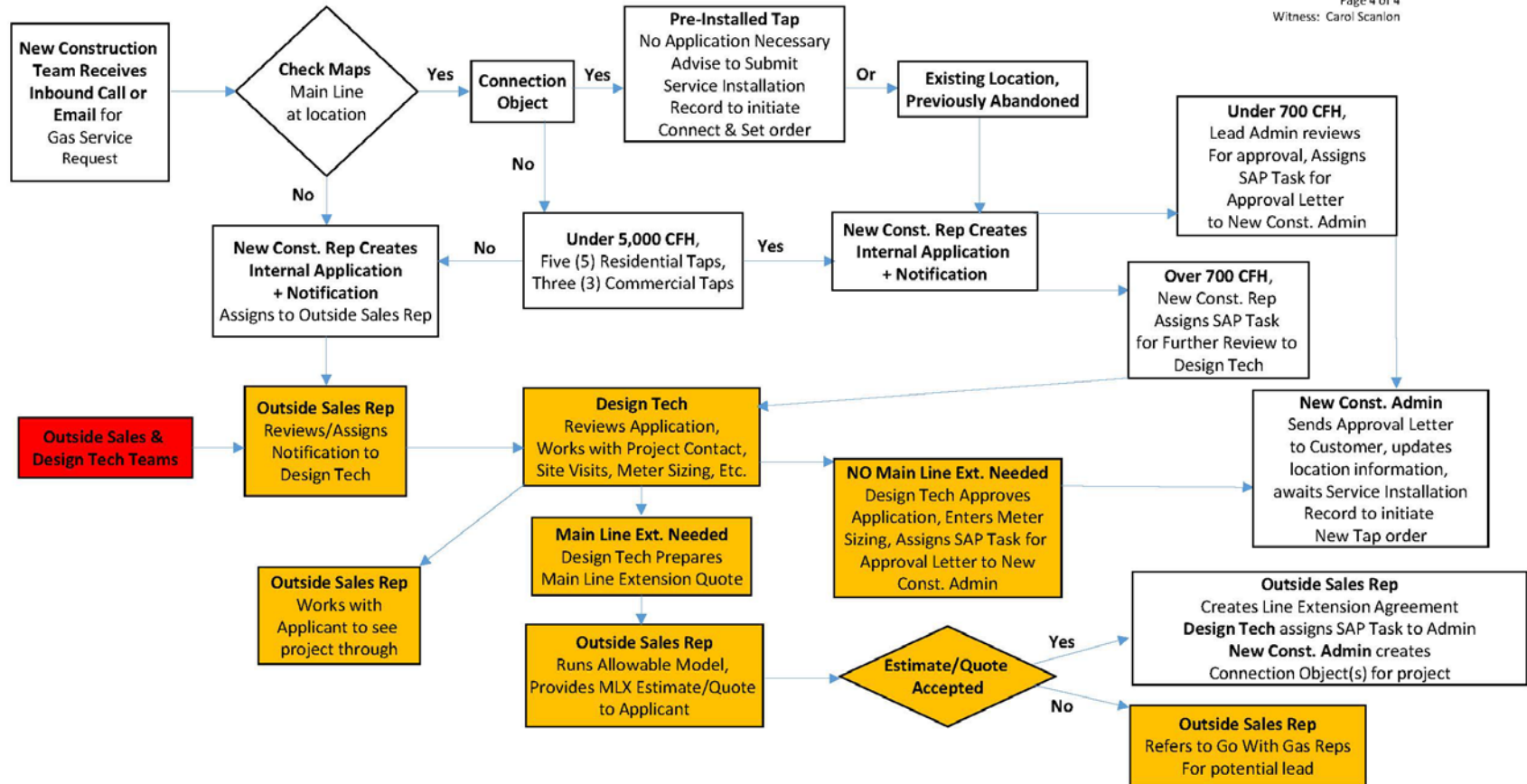
For further assistance or questions, please email Marketing@peoples-gas.com or call (866) 654-4660, Monday-Friday 08:00-16:00 EST. To submit this application, email the completed form to Marketing@peoples-gas.com for processing.

Property Owner Name				Business Partner ID #	
Contact Name				Contact Phone #	
Email Address:					
Service Location Type					
<input type="checkbox"/> Single Family Home <input type="checkbox"/> Apartment <input type="checkbox"/> Condo/Townhome <input type="checkbox"/> Mobile Home <input type="checkbox"/> Commercial/Industrial					
Service Address				Unit or Parcel ID #	
City		State	Zip	Borough/Township	
Type of Request					
<input type="checkbox"/> New Construction <input type="checkbox"/> Conversion <input type="checkbox"/> Additional Load <input type="checkbox"/> Split Meter <input type="checkbox"/> Standby (Well)					
No. of Meters Requested		*If requesting more than one meter, please indicate Unit/Ste/Apt/FI # for each existing or new appliance to be installed.			
Please list EACH Gas Appliance with corresponding BTU Load Amount in order to ensure your Application will be processed. We cannot accept or process an Application without this information!					
Gas Appliance/Equipment	Adding/Existing	Unit/Ste/Apt/FI #	Qty	BTU Load Amt	
*if the Mailing address(es) differs from the Service Address, please indicate where the Approval Letter & Billing should be mailed.					
Approval Letter Mailing Address				Unit/Ste/FI #	
City		State	Zip		
Billing Address				Unit/Ste/FI #	
City		State	Zip		

PEOPLES APPLICATION FOR GAS SERVICE				Application Status:					
Application Type:	Business Partner #:	Heat Account:	Tax ID or SS #:	Creation Date:	Notification #:				
Service Location:				Billing Class:					
Applicant Name:			Service Request Date:						
Address:*		Lot # or Address 2 (if applicable):*							
City:*		State:*		Zip Code:*					
Approval Letter Mailing									
Name:*									
Address:*			Address 2 (if applicable):*						
City:*			State:*		Zip Code:*				
E-Mail Address (To):									
Billing (BP ID #) Mailing (if different from Service Location)									
Name:									
Address:			Address 2 (if applicable):						
City:			State:		Zip Code:				
Contact Phone #:		Phone Type:	E-Mail Address:						
Contact Name:									
Comments:									
Premise									
Premise Type:		Manifold:	Standard Pressure:	Spec Sheet:	Spl Manifold:				
Operating Area:		# of Meters	Amount Requested:	*Commercial Only	NAIC Code:				
Requirements									
Equipment Type:	Existing/Adding	Meter #	Qty	CFH	Total CFH	MCF	Total MCF	Pres.	Duel Fuel
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
					0	0	0		
Total Max Demand Load (CFH):*					0	Total Consumption (MCF):		0	
Service Facility Information						Add'l/Split Load 1			
ROW Required:		Meter Set Location:				Existing Meter(s) #:			
Service Connect:		Existing Main Line Size & Type:				Will Existing Meter Accommodate Add'l Load?:			
Permit Required:		HP Tap Required:				Does Existing Company Owned Service Need Upgraded?:			
Company Owned Service Line (Curb to Meter):		Existing MAOP:				Will a New Tap be Required?:			
Existing Company Service Length, Size, and Type:		Main Line Ext. Required:				Will Customer be Replacing Service?:			
Existing Customer Service Length, Size, and Type:		Proposed Company Service Length, Size, and Type:							
Pipeline Name (ML #):		Tax District:							
Meter Kind & Size:*									
Plog Information:									
Service Connection									
Service will come off:*			1st Intersection:			2nd Intersection:			
Special Instructions:*									
Department Approvals									
Description	Name	Date	Changes/Notes:						
Design Tech/Admin:									
Meter Set Designer:									
Planning:									
Meter Sizing:									
Supervisor:									

New Construction Team Application Process – Gas Service Request

Exhibit No. 10, Schedule No. 5
Page 4 of 4
Witness: Carol Scanlon



Updated 15 Nov 2018

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7. Provide details of respondent's attempts to recover uncollectible and delinquent accounts.

* * * * *

When timely payments are not received on customer accounts, the Company sends payment reminders. The first notification to a customer that an adequate payment has not been received is a bill reminder. If the bill reminder does not result in either a payment or payment arrangement, the termination process begins. A written termination notice is issued. If a valid phone number exists on the account, two attempts are made to reach the customer by phone to discuss the termination notice and payment arrangements. If a valid phone number is not available, a field visit is made to post a notice advising the customer that service could be terminated in 72 hours if payment is not made. If these steps fail to bring the customer's account to a current status or the customer does not enter into an acceptable payment arrangement, the customer's gas service is scheduled for termination. In cases of Protection from Abuse (PFA) or winter heating season, Peoples follows all established PA PUC guidelines and regulations.

In order to reduce the level of uncollectible balances, the Company follows the security deposit rules established by the PA PUC, 52 PA Code, Chapter 56. When applicants are identified as credit risks, a security deposit based on two months' average consumption for the property is required. If a current customer's service is terminated for non-payment, the company requires a security deposit as a condition for reconnection.

The Company has a specialized team to monitor and contact customers that start to accrue higher balances.

When a customer's service is discontinued, a final bill is issued. If the final bill is not paid by the due date, a reminder letter is mailed. If merited, customers are able to enter into a reasonable payment agreement on a final bill by contacting the Company. If the account remains delinquent, the account is sent to a third party agency for further collection efforts.

When an applicant applies for service, the Company completes a review of its records to determine if the customer has an outstanding balance from another service address. If one exists, payment in full of the balance or a payment arrangement under PA PUC 52 PA Code, Chapter 56 guidelines is entered.