

Marketing, Selling and Supporting Natural Gas Homes



Peoples Gas Company Overview

Making life better for our communities by delivering safe, resilient, clean, affordable natural gas energy solutions.



Market reach
Peoples Gas' service territory extends throughout Florida.



Local presence
750+ team members make Peoples Gas a core part of the communities we serve.



Customer base
470,000+ diversified customers — growing at a rapid pace.



Substantial assets
14,871 miles of distribution, 6,362 miles of service lines, 277 miles of transmission.



Diversified supply
Upstream transportation contracts with multiple interstate pipelines.



Corporate support
Owned by Emera, one of North America's largest energy companies.



Peoples Gas

Learn about the Peoples Gas difference.

- Highest in the south midsize segment of the J.D. Power 2022 Gas Utility Residential **Customer Satisfaction** study for the **tenth year in a row**.
- Named as one of the **Most Trusted Brands in the nation** for the **ninth time** based on results from the 2022 Cogent Utility Trusted Brand & Customer Engagement: Residential study by Escalent.
- Named one of the **easiest** utilities in the nation with which to conduct business.
- Designated as an **Environmental Champion** for the **seventh consecutive year**, and a **Customer Champion** for the **sixth year in a row** in 2021.



Natural Gas Basics

Clean, safe, affordable, reliable.



- Lighter than air.
- Measured in 'Therms'.
- Delivered as a gas in an underground infrastructure of gas pipelines and mains.

- Very resilient from protected / hardened delivery network.
- Different than propane which is liquefied, transported in tanks and sold by the gallon.
- High-efficiency natural gas appliances drastically reduce the carbon footprint of natural gas homes.



37% less

**greenhouse gases are emitted from
homes with natural gas on average
versus those with all-electric appliances.**

-American Gas Association

Natural Gas Advantages

Why do homebuyers love natural gas homes?

Natural Gas homes **sell faster and for more money** than all-electric homes.

- Safe and reliable
- Resilient
- Comfortable and convenient
- Affordable, efficient and clean
- Domestic and abundant





Natural Gas Safety

SAFE TO USE, SAFELY DISTRIBUTED.

Safety

Safe to use, safely distributed.

Since 1987, the Consumer Products Safety Commission has required certain safety components to be installed on all gas appliances:

- **Automatic flame sensors - Thermocouple**
- **Electronic ignitions**
- **Manual shut-off valves**
- **Excess flow valves now included**



Safety

Safe to use, safely distributed.

In its natural state, natural gas has no color and no odor. For safety, a chemical ingredient is added to give it an odor often described like rotten eggs. Use your senses to identify potential hazards.

- **Smell** – Rotten egg odor.
- **Sight** – Watch for blowing dirt, bubbling water or dry spots and dead plants surrounded by live green plants.
- **Sound** - listen for hissing or high-pitched whistling.

If you suspect a leak, immediately move to safety – 300 feet or about the length of a football field – and **call 911** then **call us at (877) TECO PGS.**



Safety

Safe to use, safely distributed.

Peoples Gas works collaboratively with federal and state regulators, public officials and first responders to exceed government pipeline standards.

- We have made significant investments to maintain an Integrity Management Program allowing operations to respond quicker to any system issues or damages.
- **Barcoding allows us to know exactly where underground assets are located for quicker response and control.**
- State-of-the-art tech like our Gas Control Center and mobile command center allow us to efficiently monitor the natural gas system.
- High-tech leak detection vehicles are continuously scouring our territory to proactively locate any leaks if they should occur.
- Since 1990, the number of pipeline leaks has **decreased 25% for pipeline mains** and **16% for services** due to a concerted effort by natural gas utilities to upgrade and modernize our nation's pipeline network to enhance safety.



Safety

Safe to use, safely distributed.

Peoples Gas team members are committed to safety, our #1 priority.

- Peoples Gas was awarded the 2018 American Gas Association Safety Achievement Award for Excellence in Employee Safety.
- We invest more than \$10 million annually in the design, improvement, and implementation of our safety management system.
- In 2017 we opened our advanced technical training facility, GasWorx to provide gas technicians and industry professionals classroom and hands-on training to ensure we install and maintain a safe gas infrastructure.



Safety

Safe to use, safely distributed.

You can help educate your new homebuyers on how to help prevent costly damages and repairs, loss of essential utility services, and even serious injuries to themselves and neighbors.

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 811 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.
- If you see digging projects in progress, check for marker flags.
- The service is free.
- For more information, visit <https://www.sunshine811.com/>.



Banner ad from one of our many public service campaigns to educate the community and our stakeholders on safe digging practices.



Resiliency

NATURAL GAS IS THE ENERGY FLORIDA CAN RELY ON.

Resiliency

Natural gas is the energy Florida can rely on during storms.

- Due to its underground infrastructure, the delivery of natural gas is relatively unaffected during severe weather events and is regularly used to power back-up generators and other equipment.
- When Hurricane Irma ripped through Florida, nearly **7 million** Floridians were left without power, compared to just **300 customers who lost access to natural gas.**

(SOURCE: <https://www.bizjournals.com/tampabay/news/2019/02/14/the-resiliency-of-natural-gas-boosts-its-growth.html>)





Comfort and Convenience

NATURAL GAS MAKES EVERYDAY EXCEPTIONAL.

More Comfort, More Convenience

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.

- Water Heating (tank or tankless)
- Clothes Drying
- Cooking (range, cooktop, oven, indoor/outdoor grill)
- Home Heating



Water Heating

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.

- Natural gas water heaters both tank and tankless styles heat water twice as fast as electric.

Tankless Water Heating

- Up to 40% more energy efficient than electric tank.
- Heat water only when needed, cutting energy costs and recovery time.
- Reduce square footage required for tank.
- Easy to maintain for longer life.
- Eliminate need for water storage, reduce risk of leaking/flooding.



Cooking

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.

- Precise temperature control preferred by most chefs.
- Maximum heat instantly and cool down on demand.
- Instant on and off provides the ultimate in convenience and control.
- Automatic igniters.



Clothes Drying

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.

- Dries nearly **twice as fast** with less wear and tear on clothes.
- Less tumbling means less wear and tear on garments so clothes last longer.
- Outlast electric heating elements by about 10 years.



Home Heating

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.

- Maximum efficiency – today's models are up to 98% efficient.
- Enhanced comfort with air up to 25 degrees warmer than an electric heat pump.
- Sustainable cost savings over time with less energy use.



Natural Gas Upgrades

Homebuyers can elevate everyday moments in their new home while saving money with natural gas.



Natural Gas Outdoor Living

- Convenient, clean grilling for endless entertaining
- Lighting adds timeless charm without attracting bugs
- Extend the swim season with energy efficient pool and spa heating



Natural Gas Fireplace and Fire Features

- Easy to incorporate into any indoor or outdoor design
- Ambiance with exceptional comfort and convenience
- Enhanced air quality over wood burning



Emergency Power

- Back-up power that comes on instantly during an outage
- Permanent installation for quiet, safe operation

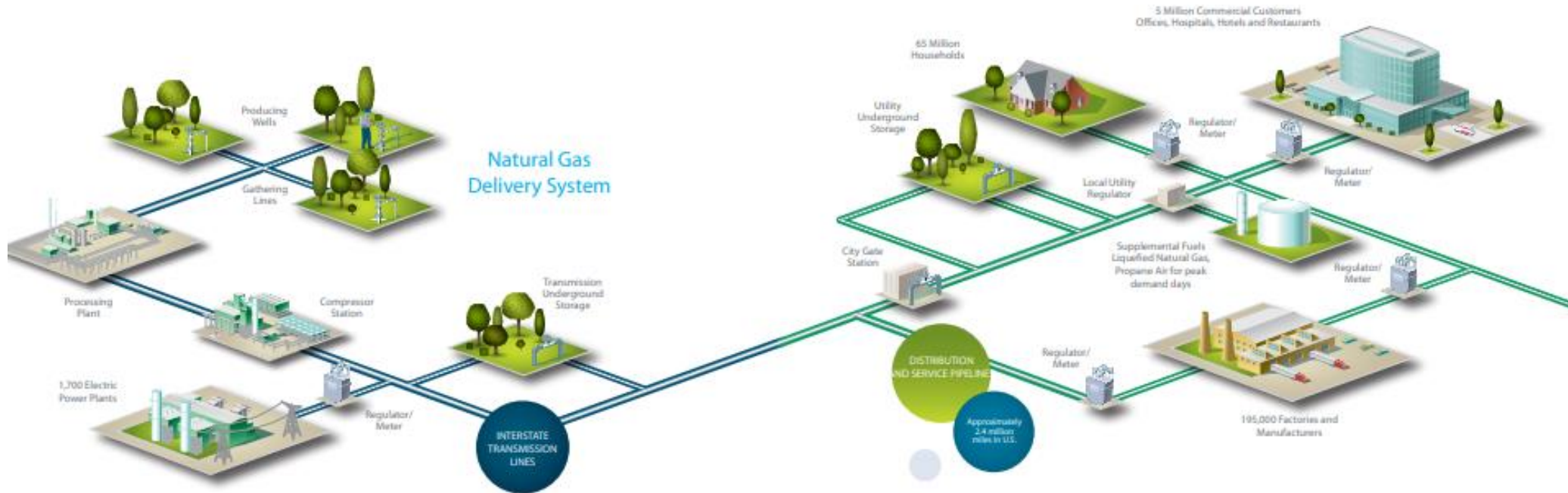


Efficiency and Sustainability

NATURAL GAS AFFORDABLE AND DELIVERED IN AN ENVIRONMENTALLY SUSTAINABLE MANNER.

Natural Gas Delivery

How does natural gas get to homes and businesses?



Electric Grid Energy Efficiency

Generating and delivering electricity.



Oil Well



Gas Well



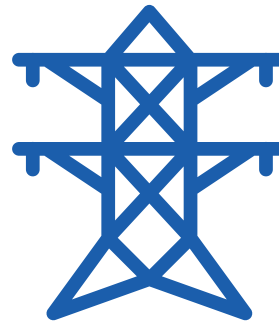
Coal Mine

70%
of Energy Lost



Electric Generation

3%
of Energy Lost



Transmission & Distribution

ONLY 27%
of the Original
Energy is Delivered



Customers

Source - AGA

Natural Gas Energy Efficiency

Direct use of natural gas.

100%

Original Energy



Gas Well

Less than 10% energy loss during transmission



90%

of the Original
Energy is Delivered



Customers

Source - AGA

Natural Gas Sustainability

Leading the way to a cleaner energy future.

- Peoples Gas has a long-term commitment to the Environmental Protection Agency's Natural Gas STAR Methane Challenge, a voluntary program to reduce and report methane emissions.
- 33% less greenhouse gasses have been emitted by Peoples Gas since the STAR challenge began.



Natural Gas Sustainability

Leading the way to a cleaner energy future.

Peoples Gas is part of a concerted effort by natural gas utilities to upgrade our nation's pipeline network in order to enhance safety and reduce emissions.

Starting in 2011, Peoples Gas made a ten-year voluntary commitment to replace cast iron and bare steel pipelines with plastic piping to lower emissions across our system and enhance safety.

- Replace nearly 500 miles of cast iron or bare steel distribution pipeline, about 48 miles per year over 10 years.
- From this initiative, our goal is to reduce carbon-equivalent emissions (CO₂ e) by 43%, nearly 55,000 tons annually over 10 years.
- Achieve a replacement rate of 6.5% annually.
- Peoples Gas exceeded its goal in 2017 with a 15.5% replacement rate.



Natural Gas Sustainability

Leading the way to a cleaner energy future.

- Peoples Gas is advancing renewable natural gas (RNG) through supply, advocacy, research, and development.
- **Our first RNG project is underway in Central Florida. It is expected to produce enough RNG enough to serve about 4,400 homes annually.**
- This next-generation renewable natural gas will be produced from farms, landfills, and water resource recovery facilities.
- We're also investing in liquefied natural gas (LNG) and compressed natural gas (CNG) infrastructure to deliver cleaner, more affordable fuel for marine fleets, cruise ships, trucks, buses, and trains.



Natural Gas Efficiency

How does TECO Peoples Gas rates compare to Florida electric utilities?

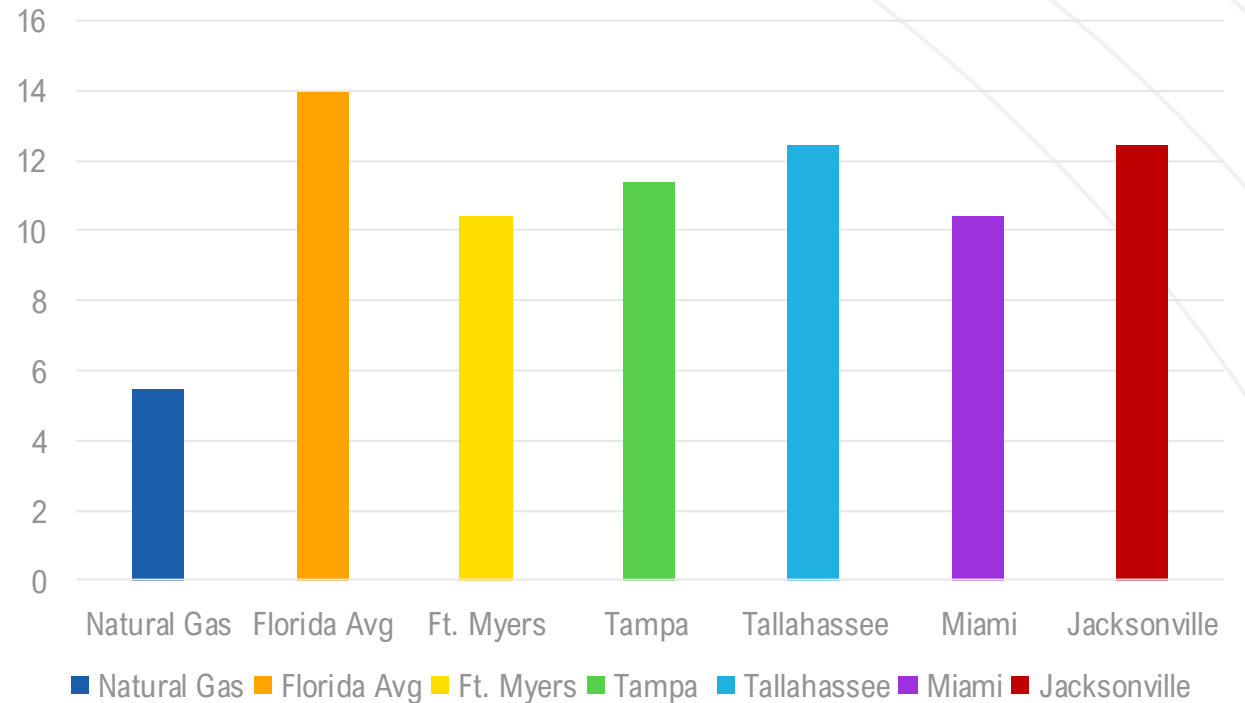
- 3.6¢ kwh (equivalent) TECO Peoples Gas natural gas
- 13.92¢ kwh Florida average electric
- 10.4¢ kwh Ft. Myers
- 11.4¢ kwh Tampa
- 12.4¢ kwh Tallahassee
- 10.4¢ kwh Miami
- 12.4¢ kwh Jacksonville

Sources:

www.eia.gov

[Florida Electricity Rates | Electricity Local](#)

Cost Comparison



Natural Gas Efficiency

How does TECO Peoples Gas rates compare to Florida electric utilities?

Provide your homebuyers with a customized energy cost comparison for the most popular appliance options.

Access our Energy Calculators on peoplesgas.com/builders.

1. Select the **Energy Comparisons** tab
2. Scroll down to the appliance buttons
3. Select the appropriate appliance
4. Use sliders and menus to answer the simple questions
5. Receive an instant personalized energy cost comparison for your customers

The image shows two screenshots of the TECO Peoples Gas website. The top screenshot displays the 'Energy Comparisons' section, which includes a navigation menu with 'AMENITIES', 'REBATES', 'ENERGY COMPARISONS', 'INSTALL', 'SAFETY', 'MARKETING', and 'RESOURCES'. Below the menu, there is a section titled 'Energy Comparisons' with a sub-header 'Surveys show 96% of consumers expect new construction to be energy efficient.' and a paragraph explaining the benefits of natural gas. There are four buttons for 'Cooking', 'Clothes Dryer', 'Water Heating', and 'Home Heating'. The bottom screenshot shows the 'Water Heater Calculator' tool. It features a slider for the number of people in the home (set to 3), a section for adjusting energy rates (Natural Gas \$/Therms at 1.040 and Propane \$/Gallon at 3.270), and a bar chart titled 'Annual Water Heating Costs' comparing five options: Natural Gas Tankless (\$163), Natural Gas (\$213), Propane (\$730), Electric (\$417), and Fuel Oil (\$405). On the right side of the calculator, there are three buttons: 'Find rebates for Natural Gas appliances', 'Calculate Clothes Dryer usage', and 'Use the free Energy Audit'.

Natural Gas Efficiency

Energy conservation rebates for residential home builders.

Peoples Gas offers home builders rebates for installing energy-efficient natural gas appliances.

- The rebates are per home and can add up when looking at the value of natural gas across an entire community.
- **Earn up to \$1,925** in energy conservation rebates per home.
- Through an easy-to-use special online portal, you can access your unique password-protected account you can enter rebates, review and check payment status.

| Energy Conservation Rebates | |
|-------------------------------|-------|
| for Residential Home Builders | |
| Tankless Water Heating | \$700 |
| Tank Water Heating | \$550 |
| Energy Star Tank Water Heater | \$650 |
| Cooking | \$300 |
| Clothes Drying | \$200 |
| Furnace | \$725 |

Visit PeoplesGasBuilders.com/new-construction-rebates for full details and restrictions.

Starting Gas Service

FAQs

How does the homeowner start natural gas service?

Call 877-TECO PGS to create a customer account.

What information is required?

Premise address, Social Security number, and exact date of turn on.

Is a deposit required?

Yes, a deposit of approximately \$85 is required when service is activated. The deposit is held in an interest-bearing account and is returned to the customer after 23 months of service with good payment history.

Is there a turn-on charge?

Yes, a turn-on charge of \$63 will appear on the first bill. However, if gas is currently on in the builder's name there will only be a \$25 charge to read the meter at turn on.

EVERYDAY
Just Got Better

TECO
PEOPLE'S GAS
AN AECOM COMPANY

You'll love the comfort and convenience of natural gas in your new home.

We're happy to serve you
Quick tips for your natural gas service
Start service for your new home
1. Call 877-TECO-PGS (877-832-6747) to create a customer account. Have your address, Social Security number and exact date of turn on ready to share.
2. A deposit of approximately \$85 is required when service is activated. The deposit is held in an interest-bearing account and is returned after 23 months of good payment history.
3. There is a turn-on charge of \$63 that will appear on your first bill. If the gas account is currently in the builder's name, the charge is only \$25 to read the meter at turn on.

Servicing appliances
During warranty, the manufacturer or builder's warranty department should be contacted directly. After the warranty has expired, a certified natural gas sales and service contractor can be contacted. Visit peoplesgas.com for a list of local providers.

Manage Your Account
Visit tecoaccount.com to manage your Peoples Gas account online. You can enroll in paperless billing and learn more about convenient ways to pay your bill, including:
Direct Debit
Direct Debit is a fast, free and easy way to automatically pay your Peoples Gas bill from your checking or savings account on a recurring basis each month.
Credit or debit card
Make a one-time payment instantly online with your credit or debit card, or by calling toll-free 1-866-689-6489. Convenience fees apply.
Online bank payment
Pay your bill using your bank's online payment service - offered through this service, please note it may take up to two to three business days for Peoples Gas to receive the payment.
By mail
Use the payment envelope in your monthly natural gas bill (please don't send cash), or mail the payment noting your account number to: TECO, P.O. Box 21318, Tampa, Florida 33631-3318

Living safe with natural gas
In an emergency, call 877-TECO-PGS (877-832-6747) or 911.
Natural gas is colorless, odorless and tasteless. However, a chemical called mercaptan is added to natural gas to give it a strong, rotten egg odor. This odor is added to help you detect a gas leak.
A gas leak is a rare occurrence, but should you smell the odor of rotten eggs in or near your home, a gas line may be leaking. Do not use your phone or light anything, including matches. Do not operate switches or electrical devices, or pull outlets. Any of these actions could ignite any natural gas that may have accumulated.
If you suspect a natural gas leak, check your pilot lights or see if a burner valve has been left partially on. If you can't find the source of the leak, leave the building immediately and call us at 877-TECO-PGS (877-832-6747) when you get away. We have someone ready to answer calls about leaks or other natural gas emergencies 24/7. Visit peoplesgas.com/safety for safety tips and to learn more about natural gas safety.

Project?
If you're having a major project, call us at 877-TECO-PGS (877-832-6747) before starting work. If you're having a minor project, call us at 877-TECO-PGS (877-832-6747) before starting work. Digging that could result in loss of service or serious injury.
Call before you dig.

Our Welcome Sheet provides homebuyers with everything they need to start and maintain their natural gas service.

Important Contacts

TECO Peoples Gas is here to help you.

Customer Service available 24/7

(877) TECO PGS

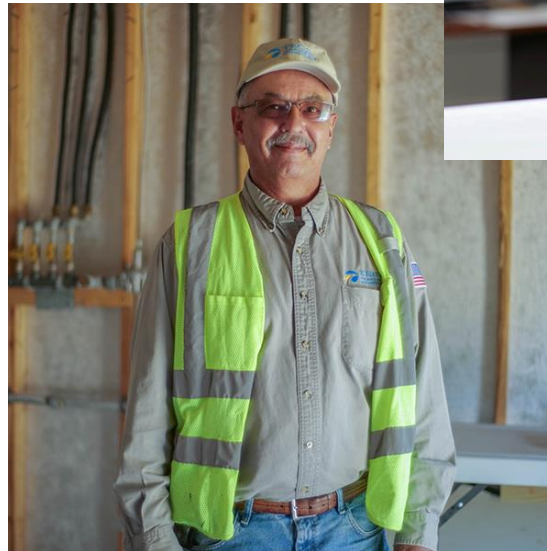
To set up new residential gas service:

(877) TECO PGS

Residential Construction Rebate Support

(813) 228-4755

resrebates@peoplesgas.com



New Construction Industry Resources

Support created specifically for the needs of residential building community.

For more information and resources for the residential building community visit:

PeoplesGas.com/Builders

Join or network for the Florida residential building community:

 [TECO Peoples Gas for Building](https://www.linkedin.com/company/TECO-Peoples-Gas-for-Building)

Learn more about the vital role natural gas is playing in fueling Florida's future by visiting:

FloridasEnergy.com

