

Marketing, Selling and Supporting Natural Gas Homes



Company Overview

Learn about the Peoples Gas difference.



Market reach
Peoples Gas' service territory extends throughout Florida.



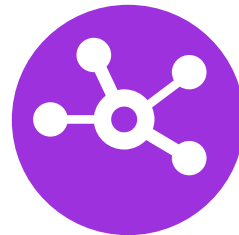
Local presence
600+ employees make Peoples Gas a core part of the communities we serve.



Customer base
425,000+ diversified customers — growing at a rapid pace.



Substantial assets
14,490 miles of main
5,900 miles of service lines
82 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

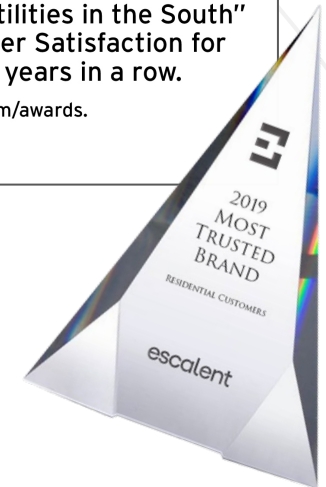
Learn about the Peoples Gas difference.

- Highest in the south midsize segment of the J.D. Power 2020 Gas Utility Residential **Customer Satisfaction** study for the **eighth year in a row**.
- Named as one of the **Most Trusted Brands in the nation** for the **eighth time** based on results from the 2021 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 2020, our customers rated us “Highest in Customer Satisfaction for Residential Natural Gas Service Among Midsize Utilities in the South” for the eighth year in a row, and “Highest in Customer Satisfaction for Business Natural Gas Service in the South” two years in a row.

For J.D. Power 2020 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



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.

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.
- High-tech leak detection vehicles are continuously scouring our territory to proactively locate any leaks if they should occur.



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)

- Heats twice as fast as electric.

Clothes Drying

- Dries nearly **twice as fast** with less wear and tear on clothes.

Cooking (range, cooktop, oven, indoor/outdoor grill)

- Precise temperature control preferred by most chefs.
- Instant on and off provides the ultimate in convenience and control.

Home Heating

- 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



Tankless Water Heating

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

- 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.



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

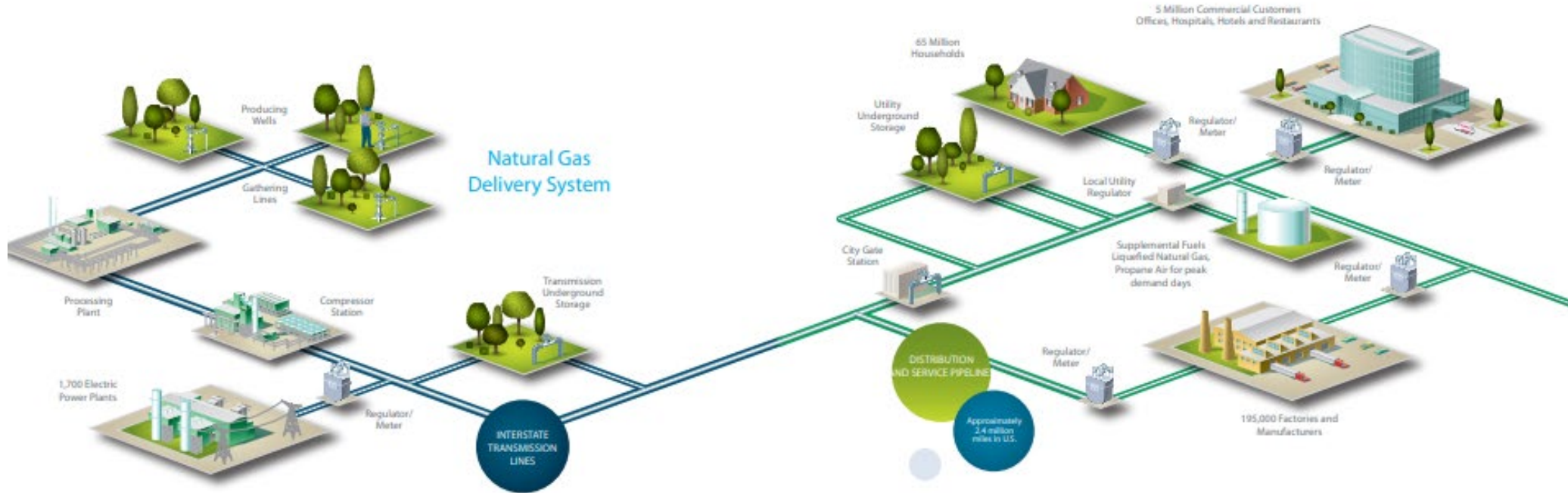


Efficiency

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



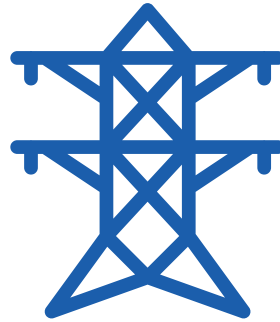
Coal Mine

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

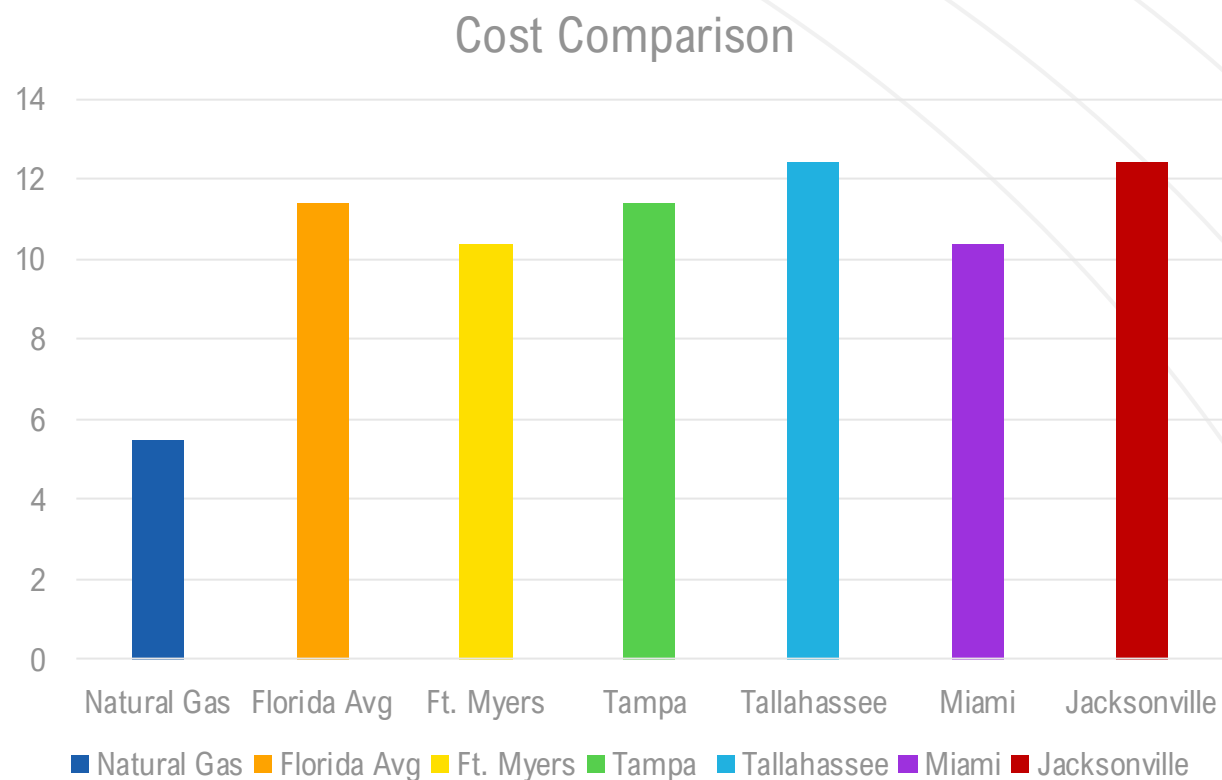
Natural Gas Rates

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

- 3.6¢ kwh (equivalent) TECO Peoples Gas natural gas
- 11.42¢ 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:

[Florida Electricity Rates](#) | [Electricity Local](#)



Natural Gas Rates

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



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 \$50 will appear on the first bill. However, if gas is currently on in the builder's name there will only be a \$20 charge to read the meter at turn on.

EVERYDAY
Just Got Better

TECO
PEOPLES GAS
AN AECOM COMPANY

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 1-866-689-6469.
- 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

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 \$50 that will appear on your first bill. If the gas account is currently in the builder's name, the charge is only \$20 to read the meter at turn on.

Servicing appliances

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

Living safe with natural gas

Emergency, call 877-TECO-PGS (877-832-6747) or 911.

Know that natural gas, in its natural state, has no color and no odor? For your safety, a chemical ingredient is added to the gas which gives it an odor often described like rotten eggs. This unpleasant odor helps increase your awareness in 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 (flames or sparks). 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 smell 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 odor is extremely strong, 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 teco.com/safety for safety tips and to learn more about natural gas safety.

Project?

At 2 days - Dig

Whether how large or small, require a call to 811 two business days before beginning 811 before starting work helps to avoid accidents during digging that could result in loss of service or serious injury.

811
Know when to dig.
Call before you dig.

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

Maintaining Natural Gas Service

FAQs Cont'd

What billing options are available?

A bill may be paid by mail, automatic bank draft, or phone. Customers may manage the account online at tecoaccount.com.

Who services natural gas appliances?

During the warranty, the manufacturer should be called directly. After the warranty has expired, a certified natural gas sales and service contractor can be contacted. A list of local providers can be accessed by calling (877) 832-6747 or at peoplesgas.com.

Builders:

When ready for a home to have the gas service line installed, submit the 'Service Line' request form to TECO Peoples Gas.

EVERYDAY
Just Got Better

TECO
PEOPLES GAS
AN AECOM COMPANY

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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 \$50 that will appear on your first bill. If the gas account is currently in the builder's name, the charge is only \$20 to read the meter at turn on.

Service 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 1-866-689-6469. 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. Turn off the gas at the meter. 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, 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? Dig
Digging 811 before starting work helps to avoid accidents during digging that could result in loss of service or serious injury.
Home when before. 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

