

EVERYDAY JUST GOT BETTER



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 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**. A convenience fee applies.

Online bank payment

Pay your bill using your bank's online payment service – offered at most financial institutions. When making your payments 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 31318, Tampa, Florida 33631-3318**

Staying safe with natural gas

In an emergency, call 877-TECO-PGS (877-832-6747) or 911.

Did you know that natural gas, in its natural state, has no color and no odor? For your safety, a chemical ingredient is added to natural gas which gives it an odor often described like rotten eggs. This unpleasant odor helps increase your awareness in the event of a gas leak.

A natural 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 damaged or leaking. Do not use your phone or light anything flammable. Do not operate switches or electrical devices, or pull any plugs from 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 or if the odor is extremely strong, leave the building immediately and call us at **877-TECO-PGS (877-832-6747)** when you're a safe distance 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.

Digging project?

Call 811 – Wait 2 days – Dig

All digging jobs, no matter how large or small, require a call to 811 two business days before digging. Calling 811 before starting work helps to avoid accidents during digging that could result in loss of service or serious injury.

