

IMPORTANT SAFETY WARNING ABOUT FLEXIBLE GAS CONNECTORS

Peoples Energy is very concerned about your safety. That's why we're providing this important safety information about flexible gas connectors.

What are flexible gas connectors?

Flexible gas connectors are corrugated metal tubing used to bring gas from supply pipes to appliances such as stoves, dryers, and room heaters. Currently these connectors are made from stainless steel or plastic coated brass. Most older connectors, however, were made from uncoated brass.

Which flexible connectors are dangerous and why?

Many uncoated brass connectors are dangerous because of a serious flaw in the way they were made. Solder was used to braze, or join, the flexible brass tubing to the end pieces. Over time, the brazing can fail, causing a serious gas leak. This could lead to an explosion or fire in your home or business. To our knowledge, brazed uncoated brass connectors have not been made since 1976. However, we still find many in use today. The older the connector is, the greater the possibility that the brazing will fail.

Who is responsible for ensuring that there are no brazed uncoated brass connectors in my home or business?

You are. Customers are responsible for ensuring that the flexible connectors in their homes and businesses are safe.

What should I do to ensure that there are no brazed uncoated brass connectors in my home or business?

You should hire a professional to inspect the flexible connectors in your home or business. Many heating and air conditioning contractors and plumbers can inspect and, if necessary, replace your flexible connectors. Because moving an appliance could put a strain on the flexible connector, possibly causing a gas leak, we recommend that you **not** perform the inspection yourself.

It is very difficult to see whether an uncoated brass connector has been brazed. **Therefore, Peoples Energy, the U.S. Consumer Product Safety Commission, and the Illinois State Fire Marshall's Office strongly urge consumers to immediately replace all uncoated brass connectors in their homes and businesses.** If a connector needs to be replaced, have it replaced with a new stainless steel or plastic coated brass connector that conforms to the American National Standards Institute (ANSI) Standard Z21.24. *(Continued on back)*



*Uncoated Brass
Flexible Connector*

How often should stainless steel and plastic coated brass connectors be replaced?

Flexible connectors made of stainless steel or plastic coated brass should be replaced at least every 10 years. These units can wear out from corrosion or too much moving and bending.

Will Peoples Energy inspect and replace my flexible connectors?

If you would like, Peoples Energy will inspect and replace your flexible connectors. To learn pricing information and to schedule an appointment, Peoples Gas customers should call 1-866-556-6001 and North Shore customers should call 1-866-556-6004.

IN CASE OF EMERGENCY

If you think there is a gas leak in your home — from a flexible connector or any other source — call our emergency number immediately. The emergency number for Peoples Gas is 1-866-556-6002. The emergency number for North Shore Gas is 1-866-556-6005.

If the odor of gas is strong, leave immediately and call from a neighbor's home or pay phone. On the way out alert others to leave and leave the door open. Take care not to operate appliances, or turn light switches on or off.



Stainless Steel Flexible Connector

Peoples Gas

Emergency Service (24 Hours)
1-866-556-6002

Customer Service
Mon-Fri, 24 Hours
Sat, 7a.m.-3p.m.
1-866-556-6001

Servicios al Cliente
Lunes-Viernes, 24 Hours
Sabado, 7a.m.-4p.m.
1-866-556-6003

TDD Line
Mon-Fri, 6a.m.-11p.m.
1-866-556-6007

Gas Theft Hotline
1-800-228-6770

Customer Service Offices
Mon-Fri, 9a.m.-4:30p.m.
1455 N. Milwaukee Ave.
1920 E. 95th St.
401 S. State St.

Customer Service email
cusserv@pecorp.com

North Shore Gas

Emergency Service (24 Hours)
1-866-556-6005

Customer Service
Mon-Fri, 7a.m.-9p.m.
1-866-556-6004

Servicios al Cliente
Lunes-Viernes,
7a.m.-9p.m.
1-866-556-6003

TDD Line
Mon-Fri, 6a.m.-11p.m.
1-866-556-6007

Gas Theft Hotline
1-800-228-6770

Customer Service Office
Mon-Fri, 9a.m.-4:30p.m.
3001 Grand Ave.
Waukegan

Customer Service email
cusserv@pecorp.com

www.PeoplesEnergy.com