

# Natural Gas Service - Interruptible Customer Bulletin

Interruption Information for the  
2022 – 2023 Winter Season

## IMPORTANT REMINDER CONCERNING NOTIFICATION AND METHODS FOR INTERRUPTION THIS WINTER SEASON

- For the 2022-2023 winter season, LGCN is the primary source of interruption notification
- Log on to LGCN at [www.peco.com/gastransportation](http://www.peco.com/gastransportation) to update contacts and messaging preferences
- Contact your PECO Account Manager listed on your bill with any questions

### Account Representative

Your major account rep is John Doe. If you have any questions about this bill please contact us at **215-841-XXXX** or by writing PECO, 2301 Market St, Philadelphia, PA 19103-1380.

### General Information

Next scheduled meter reading: 02/25/2016

### 800-494-4000


Questions? Please call before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento

### [peco.com/service](http://peco.com/service)

Customer Self Service - Manage Your Account 24/7  
Start, stop, and move your service

 Online: [peco.com](http://peco.com)

 In Person: 2301 Market St., Philadelphia, PA 19103

 By Phone: 215-841-5527

Return only this portion with your check made payable to PECO. Please write your account number on your check.



An Exelon Company

2301 Market Street  
Philadelphia, PA 19103-1380

- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

## General

This bulletin gives a high-level overview of how PECO's Transportation Service-Interruptible (TS-I) and Interruptible Standby Sales Service (IS) are affected by interruptions. More detailed information regarding PECO's interruptible services can be found in the PECO Gas Service Tariff located at [www.peco.com](http://www.peco.com); search "Gas Tariff" to download the most recent version of PECO's Gas Service Tariff.

PECO requests your cooperation during interruptions. A failure to interrupt when required can seriously impact service to firm customers and system reliability. As a standard winter preparation activity, you should check your alternate fuel supply for reliable operation. PECO cannot waive penalties assessed to customers who fail to interrupt service because of an inability to use an alternate fuel.

**PLEASE NOTE:** Interruptions of Rate IS may be interrupted at times when Rate TS-I is not. However, when a Rate TS-I interruption is called, Rate IS always will be interrupted also.

### Notification of Interruptions

- **Large Gas Customer Notification (LGCN) is now the primary system by which you will be notified. The LGCN system allows you to determine how you want to receive notifications. Options include text messaging, phone messages and email, so you may better prepare for natural gas interruptions.**

### What is LGCN?

LGCN is an online system accessible through the PECO website at [www.peco.com/gastransportation](http://www.peco.com/gastransportation). Just look for the LGCN icon to enter the system. You will need your interruptible gas account number, and you will need to reset your password the first time you log into the site. This tool is provided at no cost to PECO customers and allows you to manage your critical contacts and their notification details and preferences. **If you are unsure how to use this system, please contact your PECO Account Manager. Failure to provide PECO with your most recent contact information prior to an interruption may result in unauthorized use charges.**

### PECO Gas Hotline

In addition, as always during interruptions, you may call into the PECO Gas Hotline for up-to-date information at 1-800-PECO-GAS (1-800-732-6427) and follow the prompts.

### Review Daily Usage

You can view your daily natural gas usage and deliveries any time online. Please contact your PECO Account Manager for details.

## Interruption of Interruptible Standby Sales Service (IS)

### 1. What does Rate IS interruptions mean to the customer?

During Rate IS interruptions, your daily natural gas use is limited to the natural gas delivered by your supplier plus your allowable daily variation as defined in the tariff. **Gas used in excess of this limit will be subject to the applicable tariff supply charge, plus a seventy-five dollar (\$75) per Mcf penalty.** Additionally, the maximum daily withdrawal you can make from your "bank" of excess deliveries is limited to the allowable daily variation.

## 2. What action should a Rate IS customer take during a Rate IS interruption?

Please consult with your supplier regularly during an interruption of Rate IS to coordinate your gas deliveries in order to avoid penalty charges. Additionally, you should verify your alternate fuel system is in good working order in case you need to use it should your supplier be unable to deliver sufficient quantities of gas to you on a given day. **Finally, you should check the interruption status regularly by calling the PECO Gas Hotline at 1-800-PECO-GAS (1-800- 732-6427) and following the prompts.**

**Remember** – It is possible to have a Rate IS interruption without a Rate TS-I interruption occurring at the same time. **This section deals with Rate IS interruptions only.** Section 3 deals with interruptions of Rate TS-I.

## 3. Under what circumstances will Rate IS be interrupted?

Rate IS is provided at the discretion of the company. PECO may interrupt this service when: (1) the quantity of gas available to serve customers under this rate is insufficient, or (2) when the wholesale price of natural gas supplies causes sales of these services to be uneconomical for PECO to provide the service.

## 4. How will I be notified of a Rate IS interruption?

### Notification Process

- By 11:00 a.m. on the day prior to the scheduled interruption, PECO will send a notification through the method selected to the primary contacts listed in the LGCN tool - alerting of the pending interruption.

Following are examples of messages for Rate IS:

Sent one day prior to the **beginning** of the interruption:

- *“There will be an interruption of Gas rate IS effective time, day, month, date remaining in effect until further notice.”*

Sent one day prior to the **end** of the interruption:

- *“The interruption of Gas rate IS will end on time, day, month, date.”*

Sent as needed - other Informational Messages:

- PECO may also send out other informational messages (such as *“Cold temperatures are expected.”*) during or prior to the interruption as we become more aware of future weather and supply forecasts.

PECO also will notify your supplier of the interruptions and will update the PECO Gas Hotline. You may check the interruption status regularly by calling the PECO Gas Hotline at 1-800-PECO-GAS (1-800-732-6427) and following the prompts.

## Interruption of Transportation Service-Interruptible (TS-I)

**Remember** – When a Rate TS-I interruption is called, Rate IS will either already have been interrupted, or will be interrupted at the same time. Please refer to the Section 2 for information on Rate IS interruptions.

### 1. Under what circumstances will Rate TS-I be interrupted?

A Rate TS-I interruption will be called because of capacity constraints on PECO’s distribution system, typically caused by cold weather. There may be days when your supplier could deliver natural gas to PECO’s City Gate, but because of other operation requirements, the system capacity constraints preclude acceptance of delivery.

### 2. What action should a Rate TS-I customer take during a Rate TS-I interruption?

The customer should switch to their alternate fuel, if applicable, and stop all use of natural gas. **The customer also should check the interruption status regularly by calling the PECO Gas Hotline at 1-800-PECO-GAS (1-800-732-6427) and following the prompts.**

Please note that Rate TS-I customers are divided into two tiers for interruption purposes: Tier 1 and Tier 2. The tiers may be interrupted independently, or simultaneously, depending upon the conditions that warrant the interruption. If you are not sure whether you are a Tier 1 or Tier 2 customer, please call your supplier or PECO account manager. PECO reserves the right to move customers between tiers as necessary to assure reliable service to firm customers.

### 3. How will I be notified of a Rate TS-I interruption?

#### Notification Process

- By 11:00 a.m. on the day prior to the scheduled interruption, PECO will send a notification through the method selected to the primary contacts listed in the LGCN tool - alerting of the pending interruption.

Following are examples of notification messages for Rate IS:

One day prior to the **beginning** of the interruption:

- *“There will be an interruption of Gas rate TS-I (Transportation Service - Interruptible) effective time, day, month, date, remaining in effect until further notices.”*

One day prior to the **end** of the interruption:

- *“The interruption of Gas rate TS-I will end on time, day, month, date.”*

Other Informational Messages:

- PECO also may send other informational messages (such as *“cold temperatures are expected”*) during or prior to the interruption as we become more aware of future weather and supply forecasts.

PECO also will notify your Natural Gas Supplier of the interruptions, and will update the PECO Gas Hotline, as well as send text and voice messages via *Send Word Now* for informational updates as they become available.

**Thank you in advance for your cooperation. If you have any questions, please call your PECO Account Manager as listed directly on your bill or contact your supplier.**

PECO Natural Gas  
800-732-6427  
2301 Market Street  
Philadelphia, PA 19103

**Natural gas is the cleanest burning fossil fuel. It is highly efficient and emits considerably less carbon dioxide, sulfur, nitrogen, and particulates. This results in a smaller environmental impact compared to other energy sources.**